

UNLOCKING OPERATIONAL EXCELLENCE WITH AUTOINSIGHTS AI EMOTION BIOMETRIC TECHNOLOGY



Revolutionizing Contact Center Operations

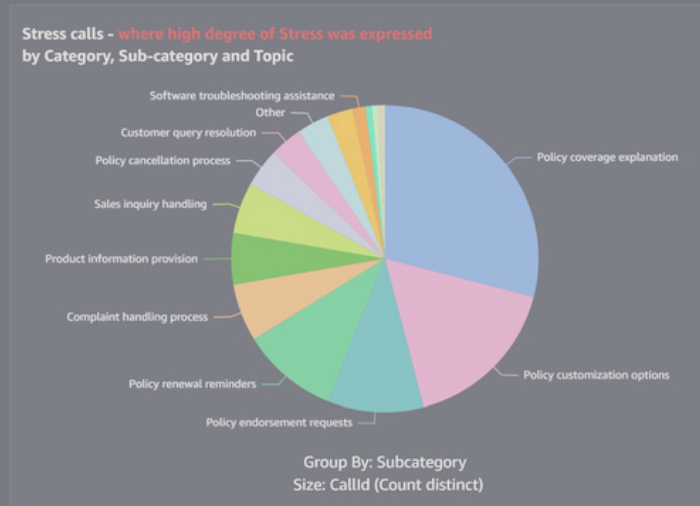
In today's high-pressure contact center environment, customer satisfaction and agent performance are critical to achieving operational success. Traditional sentiment analysis captures what customers say, but AutoInsights takes it further, leveraging cutting-edge AI emotion biometric technology to understand how they feel. By integrating advanced emotion detection into everyday operations, AutoInsights empowers managers to optimize processes, enhance customer experiences (CX), and maintain a healthy work environment for agents.

Why Emotion Analysis Matters for Operations

- 1. Comprehensive Interaction Insights:**
 - Emotion analysis captures the tone, stress, engagement, and confidence levels of customers and agents during conversations.
 - It uncovers underlying issues that keywords or sentiment alone might miss, such as confusion during complex queries or dissatisfaction with service processes.
- 2. Real-Time Operational Visibility:**
 - Detect emotional spikes—like customer frustration or agent stress—as they occur, enabling swift action to de-escalate situations.
 - Gain a full-picture view of call quality by analyzing sentiment changes and emotional trends across conversations.
- 3. Agent Support and Productivity:**
 - Monitor agents' emotional well-being through tools like the "Emotion Heartbeat," ensuring they remain confident, focused, and stress-free during calls.
 - Provide actionable feedback to agents based on their emotional profiles, fostering continuous improvement and morale.

Key Features of AutoInsights Emotion Biometric Technology

- Emotion and Sentiment Analysis:**
 - Tracks key emotional states such as stress, uneasiness, engagement, and concentration.
 - Measures sentiment trends based on spoken words and correlates them with emotions to deliver a comprehensive view of interactions.
 - Categorizes emotions against predefined topics and subcategories to identify systemic operational issues.
- Emotion Heartbeat for Employee Wellness:**
 - Maps each agent's emotional profile to establish their "normal" range.
 - Alerts managers when emotions exceed normal boundaries, allowing for proactive intervention to reduce burnout and stress.
 - Trends emotional health metrics over time, helping maintain a supportive workplace environment.
- Emotion Diamond and Media Player:**
 - Tracks eight emotions every 2-3 seconds during conversations, providing granular insights into emotional shifts.
 - Links emotions to specific moments in transcripts via the Emotion Diamond, enabling managers for example, to understand why customers feel uneasy and what agents were doing at those moments.
 - Useful in compliance-critical environments like loan applications or insurance claims, where understanding customer reactions is paramount.



UNLOCKING OPERATIONAL EXCELLENCE WITH AUTOINSIGHTS AI EMOTION BIOMETRIC TECHNOLOGY



Operational Benefits

1. Enhanced Customer Experience (CX):

- Pinpoint stress or dissatisfaction in customer interactions and address root causes.
- Improve customer satisfaction scores (CSAT) and Net Promoter Scores (NPS) by ensuring smoother, more empathetic conversations.
- Drive first-call resolution (FCR) rates higher by identifying and resolving issues during calls.

2. Agent Well-Being and Performance:

- Identify agents who are under stress or struggling with customer interactions to provide timely support.
- Use emotional insights to coach agents on building rapport, managing tone, and reducing friction in conversations.
- Reduce agent churn by fostering a workplace that prioritizes emotional health and well-being.

3. Process Optimization:

- Analyze emotion and sentiment trends to identify bottlenecks or pain points in workflows.
- Use emotion data to refine training programs, scripts, and operational processes for better outcomes.
- Detect compliance risks by monitoring emotional cues tied to key regulatory or procedural steps.

Why Choose AutoInsights for Emotion Analytics?

1. Advanced Biometric Technology:

- AutoInsights AI Emotion engine is seamlessly integrated to deliver unmatched emotional accuracy.
- Optimized for all languages and intonations, ensuring reliable results across global operations.

2. Scalable and Secure:

- Processes thousands of calls daily with real-time emotional insights.
- Built on a secure AWS SaaS platform with ISO 27001 and SOC 2 compliance to protect sensitive data.

3. Out-of-the-Box Applications:

- Ready-to-deploy solutions for Emotion and Sentiment Analysis, Emotion Heartbeat, and Media Player Emotion Diamond.
- Customizable configurations to align with unique operational goals and KPIs.

Drive Operational Excellence Today

Emotion analysis is more than a tool; it's a transformative capability that empowers contact center operations to thrive in complex, high-stakes environments. From improving customer experiences to supporting agents and optimizing processes, AutoInsights' AI emotion biometric technology ensures your organization stays ahead of the curve.

Ready to unlock the power of emotion analytics? Partner with AutoInsights to elevate your operations and achieve measurable results.