**SearchCRM.com Product Directory**

# Speech Analytics Software

**2009 EDITION**

# Welcome!

Welcome to SearchCRM.com's **Speech Analytics Software Product Directory**. This directory was designed to be a valuable resource for those getting started with research or evaluating vendors in the speech analytics market.

In the listings below you'll find basic information about the major vendors in the speech analytics market and the products they sell. Each listing is accompanied by a short description and a long description including limited information about functionality and product use. You'll find products for businesses of all sizes as well as products that can be deployed on-demand and on-premise. Use this list to get started with the evaluation process. For more information about any of the products or to speak to a sales representative, please visit the vendor website or product website.

SearchCRM.com will launch a series of directories throughout the year to address unique segments of the CRM market. Want to see your product listed in one of our directories? Go here to submit a product. Need to update product or pricing information? Email us here. For questions for the editors or to make suggestions for improving the directory, write to us at editor@searchcrm.com.

Happy shopping!

# Selecting the right speech analytics application

**BY DONNA FLUSS,** SEARCHCRM.COM CONTRIBUTOR

**SPEECH ANALYTICS—**also known as audio mining—is an application used to structure conversations and find embedded information, including customer insights, implicit needs and wants, and the root causes of issues. These applications can also be used to determine how staff complies with scripts and/or regulations. Some speech analytics applications can identify concepts and trends that organizations didn't even know to watch for. When used in the call center, speech analytics enables managers and executives throughout the enterprise to address the issues that generate call volume and to identify competitive challenges and new revenue opportunities.

**SPEECH ANALYTICS
TECHNOLOGY OVERVIEW**
There are six functional components of a speech analytics application:

**1. Speech engine:** this is the layer that does the initial analysis of the audio stream and converts the data into a file containing a series of phonemes, or a first pass at text transcript.

**2. Indexing and analysis layer (augmentation):** this software improves the accuracy of the speech engine's output.

Its role is to make sense of the findings from the speech engine and to index it for further analysis, queries and ad hoc searching. This is where the tools import data from other telephony and servicing solutions. Most current R&D investment is focused on this area of speech analytics.

> **"Some speech analytics applications can identify concepts and trends that organizations didn't even know to watch for."—DONNA FLUSS**

**3. Query engine:** this is a user interface (UI) where end users define their queries and the output that they expect from the speech analytics tool.

**4. Search tool (criteria):** this tool is used to conduct ad hoc searches on processed audio files or indices; it should be easy to use and allow nested filtering.

**5. Reports and dashboards:** these are formats for clearly presenting system

findings in a flexible, customizable and graphically appealing manner. They allow end users to drill down and filter their results.

**6. Business applications:** these pre-packaged applications can help users quickly realize benefits from speech analytics. Modules are available for root-cause analysis, customer retention, first call resolution (FCR), competitive intelligence, sales and marketing effectiveness, script adherence, collections effectiveness, and so on. See FIGURE 1.

### LVCSR VS. PHONETICS
All speech analytics applications use an underlying speech engine to perform their initial analysis. The two primary types of speech engines are large vocabulary continuous speech recognition (LVCSR) engines and phonetic engines. LVCSR engines depend on a

## "Phonetic-based applications separate conversations into phonemes, the smallest components of spoken language."—DONNA FLUSS

language model that includes a vocabulary/dictionary for speech-to-text conversion of audio files. The text file is then searched for target words, phrases and concepts. Phonetic-based applications separate conversations into
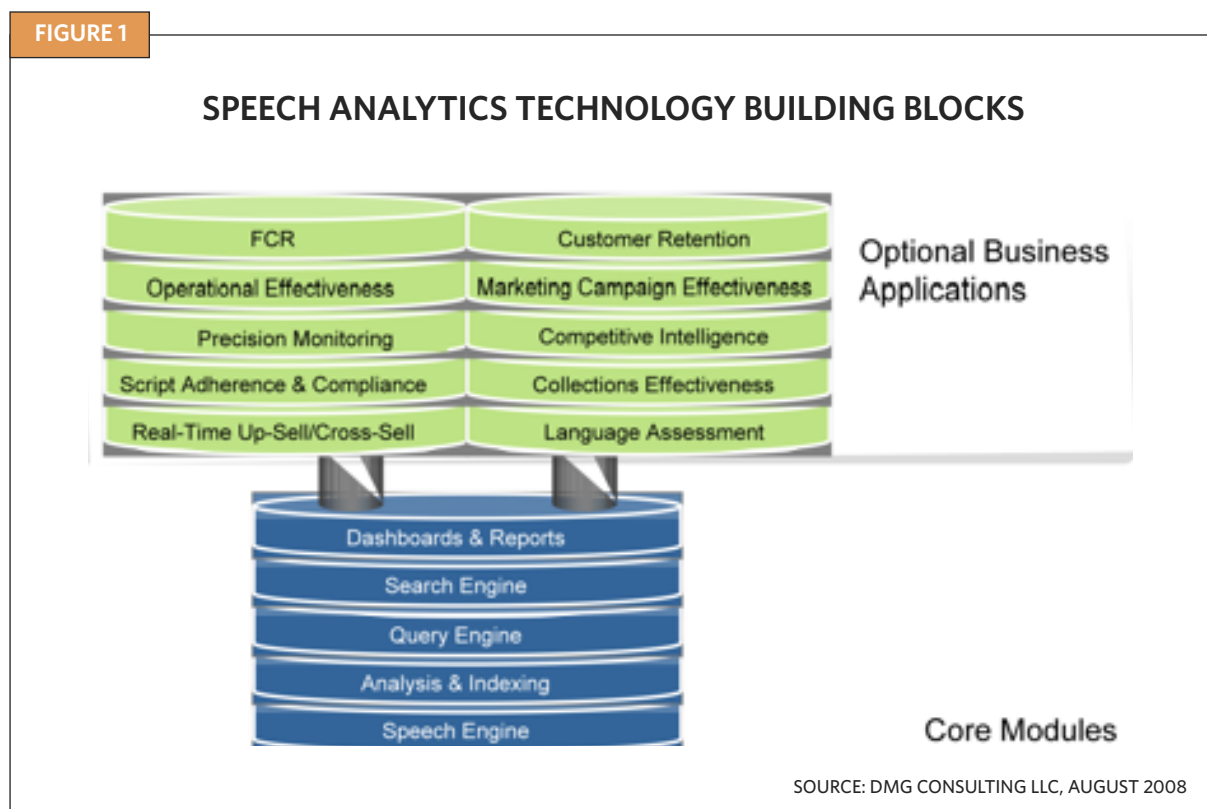
**FIGURE 1**



SPEECH ANALYTICS TECHNOLOGY BUILDING BLOCKS

SOURCE: DMG CONSULTING LLC, AUGUST 2008

**FIGURE 2**



# LVCSR VS. PHONETIC ENGINES

SOURCE: DMG CONSULTING LLC, AUGUST 2008

phonemes, the smallest components of spoken language; they then find segments within the long file of phonemes that match a phonetic index file representation of target words, phrases and concepts. Interestingly, part of LVCSR processing involves breaking words down into phonemes, which is one reason why many of the LVCSR vendors now claim to also do a phonetic analysis.

As seen in FIGURE 2, phonetic engines are generally easier to deploy because they do not depend upon developing a language model or predefining all of the words, phrases and terms that are used by an organization. However, while phonetic-based tools can process large volumes of data more quickly and without a language model, LVCSR-based tools have proven to be more accurate in discerning the details of the reasons why customers call.

## SELECTING THE RIGHT SPEECH ANALYTICS VENDOR

Enterprises should apply their standard technology selection best practices to a speech analytics acquisition. The best practices below assume that an organization has already approved an invest-

ment in speech analytics. But teams that first need to justify the investment should build a business case that includes a return on investment (ROI) analysis and submit it to the investment decision committee (or chief financial officer) for approval.

Since speech analytics is a cross-functional application that provides benefits to sales, marketing, service, operations, R&D, and other departments, it's important to make vendor selection a group decision. Although this slows the selection process, it helps ensure a successful implementation and will help speed the adoption rates throughout the enterprise. Here are the recommended steps for purchasing a speech analytics application.

**1. Create a cross-functional analytics project team** with representatives from all affected departments. Schedule regular project reviews and status meetings.

**2. Identify and document the specific business problems or opportunities to be addressed**—operational challenges, competitive situations, sales opportunities, retention, quality issues, etc. (The chosen analytics application should be able to address all of the areas, but by tackling one issue at a time, the organization is more likely to be successful.)

**3. Obtain a corporate sponsor for the project.** The ideal candidate is a senior executive who is respected by the vari-

# Overview of speech analytics vendors

**THERE ARE 23** vendors in the speech analytics market, and more are expected to join the market. The vendors fall into the following categories:

▶ **STANDALONE SPEECH ANALYTICS PROVIDERS:** vendors that sell only speech analytics suites.

▶ **EMOTION DETECTION PROVIDERS:** vendors that sell emotion detection software, which is considered part of the broader speech analytics market.

▶ **WORKFORCE OPTIMIZATION (WFO) SUITE PROVIDERS:** vendors that sell a suite of management applications intended to improve the performance of contact centers. These suites include a speech analytics application.

▶ **STANDALONE ENGINE PROVIDERS:** vendors that sell only the underlying speech analytics phonetic or LVCSR engine.

▶ **OTHERS:** vendors that fall into a different category, such as a call center infrastructure vendor or analytics vendor that provides speech analytics among its offerings.

ous constituents participating in the project team.

**4. Determine exactly which business issue/opportunity to improve/enhance first.** This will require the project team to prioritize the needs of the various participants.

**5. Conduct a baseline analysis or assessment of the issue/opportunity** in order to determine later whether the speech analytics application has achieved its goals.

**6. Compile a list of functional requirements** based on interviews with all of the departments or executives that are going to use or support the application or its output. Turn this data into a formal request for information (RFI) document.

**7. Identify eight to 10 vendors that claim to have the functional capabilities,** necessary resources and proven experience to accomplish the company's goals. Issue the RFI to the vendors. Be sure to ask vendors for references from companies that have similar operating environments and needs, and be sure to ask for pricing information.

**8.** Based on the RFI responses, calls to references and pricing, **select five vendors to include in the formal selection process.** This decision should be made by the team. (The speech analytics market is complex, and there are many types of vendors. See sidebar 1.)

**9. At this point, it's a good idea to decide on the preferred deployment model.** All of the speech analytics ven-

dors license their products, and a growing percentage also offer hosted and managed-care offerings. Make sure that most of the five selected vendors offer the preferred deployment model. (Some companies put off deciding on the deployment approach. While this will increase vendor options, it may ultimately result in having to re-do the vendor selection process if the initially selected vendors do not offer the preferred acquisition alternative.)

**10. Create and issue a request for proposal (RFP)** document to the five vendors selected to participate in the formal selection process. (To assist in this process, you might consider purchasing a report like DMG Consulting's Speech Analytics Market Report. This report lays out the functional, technical, pricing and reference information required to make the right selection. It is available at www.dmgconsult.com)

**11. Based on an assessment of the RFP responses, invite three vendors to come on-site and deliver a detailed presentation about their products.** Conduct a phone call meeting with the vendors to prepare them for the on-site presentation. Tell them in advance about the company's priorities and goals so that they know what they need to present.

**12. Build an ROI and total cost of ownership analysis** to understand the financial impact and benefits of the three options.

**13.** After meeting the vendors, seeing the demos, speaking to references, analyzing the RFP responses, and conduct-

ing the financial analysis, **select two top contenders and prioritize a favorite**. (It's always good to select two contenders in order to establish a stronger negotiating position.)

This is where most technology selection processes end. The project team would then negotiate contract terms and conditions with the vendor of choice. If this vendor is unreasonable or not willing or able to meet the required terms and conditions of the purchasing company, the selection team should move on to the second-choice vendor. Since speech analytics is still relatively new, DMG suggests that users who have the budget and time conduct a pilot before committing to a large investment in speech analytics. The project team should select one application and treat the pilot as if it were a full implementation because, if successful, the application can be rolled out to other areas.

If the pilot is completed on time and on budget, the results are as expected (or better), and the vendor has proven to be a good partner, the application should be phased in to other operating areas. If the pilot is not successful, the project team should re-evaluate its selection based on the actual results and either bring in different prospective vendors for a closer look or select new vendors based on the information gathered during the pilot. At this point,

a second pilot should not be necessary, as the company now has firsthand experience on which to base its decision. Conducting a pilot is a great way to increase the chances for success, even though most vendors would rather avoid this step.

> ## "Conducting a pilot is a great way to increase the chances for success, even though most vendors would rather avoid this step." —DONNA FLUSS

**FINAL THOUGHTS**

Speech analytics is one of the fastest growing applications in the call center market because it contributes benefits to the enterprise's bottom line and it helps give managers insights that can reduce operating expenses, increase revenue, decrease customer attrition and improve the customer experience. The typical payback period from a successful speech recognition implementation is six to 12 months. The challenge is that a speech analytics implementation is not easy and requires ongoing support and fine-tuning to realize its full benefits. ∎

---

**Donna Fluss** is the founder and president of DMG Consulting LLC, the leading provider of contact center and analytics research, market analysis and consulting. She is the author of The Real-Time Contact Center, the 2008 Contact Center Executive and Management Briefing, and many other leading industry reports on contact center hosting, IVR, speech analytics, performance management, workforce management, surveying and analytics, and quality management/liability recording. Contact Donna at donna.fluss@dmgconsult.com.

# Index at a Glance

Click on the product name at left to jump to a longer description.

| PAGE | VENDOR | PRODUCT | SAAS OR SERVICE | ON PREMISE |
|---|---|---|---|---|
| 10 | Aspect | Aspect Quality Management—Speech Analytics | ● | ◆ |
| 10 | Aurix | Aurix Phonetic Audio Search Engine | | ◆ |
| 11 | Autonomy etalk | Qfiniti Explore | | ◆ |
| 11 | BBN Technologies | AVOKE Call Browser | ● | |
| 12 | CallCopy | cc: Discover | | ◆ |
| 12 | CallMiner | Eureka Enterprise | | ◆ |
| 13 | eLoyalty | Behavioral Analytics Service | ● | |
| 13 | Envision | Envision SpeechMiner | | ◆ |
| 14 | HigherGround Inc. | Praetorian Voice Recorder | | ◆ |
| 14 | Interactive Intelligence | Interaction Recorder | ● | ◆ |
| 15 | KnoahSoft | Harmony Suite | ● | |
| 15 | Nexidia | Language Assessor | ● | ◆ |
| 16 | Nexidia | Enterprise Speech Intelligence (ESI) | ● | ◆ |
| 16 | NICE Systems | NICE Interaction Analytics | | ◆ |
| 17 | Nuance | Nuance Recognizer | | ◆ |
| 17 | OnviSource | Explora Speech Analytics | | ◆ |
| 18 | SIVOX | RealCall | ● | ◆ |
| 18 | Utopy | Utopy SpeechMiner | ● | ◆ |
| 19 | Verint Witness Actionable Solutions | Impact 360 Speech Analytics | | ◆ |
| 19 | VirtualLogger | VirtualMonitor | ● | |
| 20 | VoiceSense | VoiceSensor | ● | |

**LEGEND**

**Vendor:** Vendor/developer of product at directory press time

**Product:** Product name

● **SaaS or services:** technology available as SaaS, hosted, on-demand, ASP and Web Services

◆ **On-premise:** software or systems on premise

◉ Descriptions were written by the SearchCRM.com editorial team based on information gathered from vendor websites.

## ASPECT

### Aspect Quality Management—Speech Analytics

*Aspect Quality Management's speech analytics capabilities are designed to allow users to analyze and report on the content, context, purpose and outcome of recorded conversations.* ● ◆

**COMPANY WEBSITE:** www.aspect.com

**FOUNDED:** 1973

**SUMMARY:** Through its integration with CallMiner Eureka!, Aspect Quality Management is part of the PerformanceEdge product platform, offering speech analytics capabilities that allow users to analyze every recorded call for trends in customer satisfaction, agent performance and sales and marketing effectiveness. The system automatically highlights trends and variations in recorded conversations and automates the sharing of call recording metadata, with the overall goal of reducing costs and improving customer satisfaction. Managed service licensing and system management options are also available.

**PRICING INFORMATION:** Typically, speech analytics software costs will be between $500 and $700 per seat, depending on the configuration.

## AURIX

### Aurix Phonetic Audio Search Engine

*The Aurix Phonetic Audio Search Engine aims to uncover business intelligence in both real-time and recorded audio materials.* ◆

**COMPANY WEBSITE:** www.aurix.com

**FOUNDED:** 2004

**SUMMARY:** The Aurix Phonetic Audio Search Engine retains intelligence in audio materials by creating a phonetic index of the audio stream. The system can be used in conjunction with a wide range of applications; the C++ application programming interface (API) allows for easier integration. The software was designed for rapid deployment, and a software development kit is included that contains tools and guides for creating custom applications through the Aurix Phonetic Audio Search Engine.

**PRICING INFORMATION:** Declined to provide pricing.

## AUTONOMY ETALK

### Qfiniti Explore

*Qfiniti Explore analyzes customer interactions across multiple communication channels and languages, uncovering customer, operational and performance trends and issues.* ◆

**COMPANY WEBSITE:** http://www.etalk.com

**FOUNDED:** 1996

**SUMMARY:** Qfiniti Explore delivers enterprise-wide insight into call center interactions. The application helps companies identify and understand specific customer behaviors and attitudes by mining call center recordings to gather information about customer service, customer satisfaction and call center agent performance. This information can then be leveraged to generate sales opportunities, reduce customer churn and build new revenue streams. Every recorded voice transaction and every element within those recordings is searchable based on the recording's conceptual and contextual meaning.

**PRICING INFORMATION:** Declined to provide pricing.

## BBN TECHNOLOGIES

### AVOKE Call Browser

*The AVOKE Call Browser is an on-demand analytics product that captures end-to-end calls and extracts caller experience data.* ●

**COMPANY WEBSITE:** http://www.bbn.com

**FOUNDED:** 1948

**SUMMARY:** The AVOKE Call Browser is an on-demand analytics product. The system is hosted at BBN's data center, requiring a Web browser to access calls and data and a routing plan to send calls through the AVOKE system. The system's dashboard allows each group or person to visualize their role and its impact on the caller's experience. Call data is organized in the analysis workbench, where managers can drill down into call data and change call selection filters and chart options, allowing them to see the information they are targeting. Users can listen in on actual calls from any chart or graph with a single click. Calls can be found based on any combination of the caller's conversation, IVR navigation or call metadata.

**PRICING INFORMATION:** Pricing is based on a flexible subscription plan. (Declined to provide additional pricing details.)

## CALLCOPY

### cc: Discover

*Discover is a quality monitoring (QM)/recording suite that enables multichannel recording, quality monitoring and reporting.* ◆

**COMPANY WEBSITE:** www.callcopy.com

**FOUNDED:** 2004

**SUMMARY:** cc: Discover is a suite of call recording, quality management, speech analytics and surveying programs that can be deployed together, as a suite or individually, based on the needs of the organization. The system aims to help users discover the underlying issues that lead up to the customer interaction and learn from them, providing a complete view of the entire organization. The cc: Analytics tool can be used in conjunction with other tools, such as the cc: Survey tool or cc: Voice, to mine customer interactions automatically.

**PRICING INFORMATION:** Declined to provide pricing.

## CALLMINER

### Eureka Enterprise

*Eureka Enterprise extracts business intelligence from the recorded conversations of large enterprise or multi-site call centers.* ◆

**COMPANY WEBSITE:** http://www.callminer.com

**FOUNDED:** 2002

**SUMMARY:** CallMiner's Eureka Enterprise mines and analyzes every word of every call, discovering the content, context and purpose of all calls. The system captures acoustic data (tempo, silence and stress), metadata and customer information to provide a complete picture of all calls and their outcomes. Language analysis capabilities identify hot topics based on word analysis. Eureka Enterprise was developed specifically for large enterprises and multi-site call centers and can scale across multiple platforms and lines of business to provide a single view of an organization. The system comes with multiple out-of-the-box reports and simple and advanced search capabilities.

**PRICING INFORMATION:** Declined to provide pricing.

## ELOYALTY

### Behavioral Analytics Service

*eLoyalty's Behavioral Analytics Service is a managed analytics service that gathers and interprets unstructured customer interaction content.* ●

**COMPANY WEBSITE:** http://www.eloyaltyco.com

**FOUNDED:** 1994

**SUMMARY:** eLoyalty's Behavioral Analytics Service gathers data from customer interactions and reports on customer behavior, call center agent performance and system performance. The system aims to improve customer service and sales effectiveness by analyzing key attributes of customer calls, such as call type, first call resolution, customer attitude and efficiency. eLoyalty serves customers in the healthcare, financial services, utilities and pharmaceutical industries.

**PRICING INFORMATION:** Declined to provide pricing.

## ENVISION

### Envision SpeechMiner

*Envision SpeechMiner helps companies transform unstructured customer voice communications into quality intelligence.* ◆

**COMPANY WEBSITE:** www.envisioninc.com

**FOUNDED:** 1994

**SUMMARY:** SpeechMiner works to capture meaningful information from both the context and emotion of customer conversations, with the goal of enhancing customer satisfaction, increasing revenue and reducing costs. The system's phrase-building tool defines topics and categories companies want to identify in recorded calls. In addition to words and phrases, silence, music and emotion and be detected. Envision SpeechMiner is available for single or multi-site environments and supports 30 languages. The system uses Microsoft SQL Server Reporting Service, giving users a simple way to add and access reports.

**PRICING INFORMATION:** Pricing for the software includes a $20,000 server license with per agent software licensing ranging from $125 to $400 based on the number of agents in the center. Professional services and support pricing for the solution are completely dependent upon the size of the implementation.

## HIGHERGROUND INC.

### Praetorian Voice Recorder

*The Praetorian Voice Recorder provides full-time and random recording functionality for quality monitoring.* ◆

**COMPANY WEBSITE:** www.higherground-inc.com

**FOUNDED:** 1973

**SUMMARY**: Summary: The Praetorian Voice Recorder lets users record and store agent-customer interactions. Users can access and replay unlimited hours of stored call recordings from their desktop. The system allows users to listen to calls in real time, as they are occurring. A centralized management system features various security controls, including the ability to set user-defined privileges. The system aims to help companies resolve customer issues, comply with regulations and ensure quality performance while minimizing security risks. The Praetorian Voice Recorder is a component of HigherGround's Fusion Series 7 system.

**PRICING INFORMATION:** Declined to provide pricing.

## INTERACTIVE INTELLIGENCE

### Interaction Recorder

*Interactive Intelligence's Interaction Recorder provides multi-channel recording and scoring for the call center.* ● ◆

**COMPANY WEBSITE:** www.inin.com

**FOUNDED:** 1994

**SUMMARY**: Interaction Recorder is an add-on application to the Interactive Intelligence Customer Interaction Center (CIC) software suite and Enterprise Interaction Center (EIC) IP PBX, providing call and Web/screen recording and scoring for midsized to large contact centers and enterprises. The system provides recording for calls, Web chats, emails and faxes and can be used to record and score agents and business users, allowing managers to track script adherence, compliance, workplace performance and customer satisfaction. The system is also available on-demand.

**PRICING INFORMATION:** Interaction Recorder is priced based on server and per-seat fees, which vary depending on functionality (call vs. screen recording, etc.). Average pricing for Interaction Recorder is between $370 and $750 per seat, which includes software, hardware and maintenance

## KNOAHSOFT

### Harmony Suite

*The Harmony Suite includes advanced "Speech Analyzer" modules for call monitoring and reporting.* ●

**COMPANY WEBSITE:** www.knoahsoft.com

**FOUNDED:** 2005

**SUMMARY:** The Harmony Suite is a VoIP-enabled, 100% Web-based system that supports the review of customer calls, emails and chat sessions for the enterprise. The system's Speech Analyzer functionality allows for "precision monitoring" based on pre-set keywords and phrases; ad-hoc drill down on recorded calls for root cause analysis; and real-time, customizable call reporting. The system aims to strengthen an organization's bottom line while enhancing the experiences of its customers.

**PRICING INFORMATION:** Declined to provide pricing.

## NEXIDIA

### Language Assessor

*Nexidia's Language Assessor automates language skill assessment, optimizing call center agent recruiting and training.* ● ◆

**COMPANY WEBSITE:** http://www.nexidia.com/

**FOUNDED:** 2000

**SUMMARY:** Nexidia Language Assessor compares a call center applicant's recorded reading of a script to the phonetic standard of that language, measuring the quality of pronunciation and fluency. The application then reviews, scores and ranks the recorded data, ultimately assisting companies with their evaluation of hundreds of call center agent applicants. Call centers can also use the technology for ongoing training and development of employee language skills. Language Assessor is available in 33 languages supported by Nexidia. Nexidia OnDemand is also available. ◉

**PRICING INFORMATION:** Pricing is based on whether the software is licensed or hosted. Pricing starts at $25,000 for a hosted system.

## NEXIDIA

### Enterprise Speech Intelligence (ESI)

*Nexidia Enterprise Speech Intelligence (ESI) is a phonetic speech analytics application that extracts actionable knowledge from audio assets.* ● ◆

**COMPANY WEBSITE:** http://www.nexidia.com/

**FOUNDED:** 2000

**SUMMARY:** Nexidia ESI provides a scalable speech analytics application that enables users to extract actionable knowledge from audio assets. The tool mines audio content and delivers relevant knowledge and intelligence to both commercial and government organizations. The call categorization function groups audio by key subject areas for analysis. Multi-categorization enables organizations to visualize and analyze the many dimensions of customer interactions. ESI can also be used to help users identify up-sell and cross-sell opportunities and improve first call resolution and call center agent effectiveness. Nexidia OnDemand is also available. ◉

**PRICING INFORMATION:** Pricing is based on whether the software is licensed or hosted. Pricing starts at $25,000 for a hosted system.

## NICE SYSTEMS

### NICE Interaction Analytics

*NICE Interaction Analytics provides companies with in-depth information based on keywords, call flow and emotional parameters on both the customer and agent side of an interaction.* ◆

**COMPANY WEBSITE:** www.nice.com

**FOUNDED:** 1986

**SUMMARY:** NICE Interaction Analytics uses a broad set of speech analytics engines to analyze customer interactions. The system provides users with accurate and quantifiable business information, giving enterprises the opportunity to improve call center operations and develop business decisions based on customer interactions. NICE Interaction Analytics identifies repeat callers, shows the root causes of call spikes and increased average handling times, and indicates agent knowledge gaps. The system aims to improve customer satisfaction, loyalty and retention and maximize sales and marketing-effort effectiveness.

**PRICING INFORMATION:** Declined to provide pricing.

## NUANCE

### Nuance Recognizer

*Nuance Recognizer is a speech-recognition system that helps increase the efficiency of self-service applications.* ◆

**COMPANY WEBSITE:** http://www.nuance.com

**FOUNDED:** 1992

**SUMMARY:** Nuance Recognizer aims to increase the efficiency of a company's self-service applications by improving the accuracy, ease of use and reliability of the applications, resulting in better customer experiences. The system's acoustic models allow for more natural conversations, making first-call resolution more likely. Load balancing, resource management, multi-tenancy and centralized logging and monitoring services are intended to enhance the customer's self-service reliability. A centralized server management station makes reporting, tuning and other analytical tasks easier.

**PRICING INFORMATION:** Declined to provide pricing.

## ONVISOURCE

### Explora Speech Analytics

*Explora Speech Analytics uses customer interaction data collection, phonetic audio search technology and a rules engine to monitor call center interactions.* ◆

**COMPANY WEBSITE:** www.onvisource.com

**FOUNDED:** 2004

**SUMMARY:** Explora Speech Analytics, part of the OnviCord Pro call recording system, analyzes recordings from Onvi-Cord Pro or existing call recording and archiving systems to provide insight into every call. Analysis occurs in near real time, or as soon as the call recording is stored and the call is disconnected. Call recording search functionality allows users to search for recordings based on words or phrases, the time the call was started, the duration of the call, or the channel the call was received on. Additional functionality includes automated agent scoring and compliance management.

**PRICING INFORMATION:** Declined to provide pricing.

## SIVOX

### RealCall

*SIVOX RealCall is a development, deployment and redevelopment training platform for call center agents.* ● ◆

**COMPANY WEBSITE:** http://www.sivox.com

**FOUNDED:** 2008

**SUMMARY:** Summary: SIVOX RealCall creates training simulations for call center agents, giving trainees experience with customer scenarios and call center systems before taking live calls. RealCall's simulations are based on actual call center best practices and can be created and edited by an organization's call center management staff. Using a speech-recognition engine, RealCall listens to the call center agent's speech, compares it with ideal responses and guides the agent through training. RealCall's SIVOX Knowledge Center contains a repository of past and present simulations, expert advice, tutorials and quizzes for continued call center agent training. The solution is Java and Web-based and downloadable to agent workstations. The system is also available as a hosted solution. ◉

**PRICING INFORMATION:** Standard pricing for SIVOX RealCall is $25 per user per month as a hosted ASP Internet solution or $300 per user for a traditional perpetual license. SIVOX RealCall can be purchased as a turnkey 90-day Quickstart Internet Pilot, which includes 200 user licenses, implementation and setup, three pre-developed simulations, consultation and training for $25,000.

## UTOPY

### Utopy SpeechMiner

*Utopy SpeechMiner records customer interactions and analyzes each call for relevant topics and events to help address business challenges.* ● ◆

**COMPANY WEBSITE:** http://www.utopy.com/

**FOUNDED:** 1999

**SUMMARY:** Utopy SpeechMiner provides a complete customer intelligence solution through speech analytics. The system analyzes all conversations between customers and call center agents, identifying and catego–rizing exactly what took place within each interaction. The results of this analysis are presented through an intuitive workflow that includ–es customizable dashboards, reports and alerts. SpeechMiner supports and understands 30 languages and can be configured for single or multi-site environments. SpeechMiner aims to help organizations understand why customers call and allows them to improve up-sell and cross-sell opportunities and gain insight into how business processes affect the customer experience. SpeechMiner is available on-demand, on-premise and through a managed service model.

**PRICING INFORMATION:** Pricing depends on number of seats (concurrent agents), volume of calls processed/analyzed, licensing model chosen, modules, and languages. (Declined to provide additional pricing details.)

## VERINT WITNESS ACTIONABLE SOLUTIONS

### Impact 360 Speech Analytics

*Impact 360 Speech Analytics automatically categorizes and analyzes recorded customer interactions to reveal the root causes of customer perceptions, business outcomes and call volumes.* ◆

**COMPANY WEBSITE:** http://www.verint.com

**FOUNDED:** 1994

**SUMMARY:** Verint's Impact 360 Speech Analytics combines structured and unstructured data collected from recorded customer interactions, enabling organizations to better understand customer behavior by automatically categorizing and analyzing customer interaction content to reveal call drivers, root causes of customer perception and business outcomes, competitive threats and market opportunities, and trends that might not otherwise be detected without listening to thousands of call recordings. Impact 360 Speech Analytics processes, retains and mines the entire call content—not just predefined keywords/phrases. Its data-mining engine analyzes and surfaces key circumstances that positively and negatively affect business performance, such as account closures. ⊙

**PRICING INFORMATION:** Starting price is $625 per seat.

## VIRTUALLOGGER

### VirtualMonitor

*VirtualLogger's VirtualMonitor is a full-time virtual recording and monitoring service that allows users to pay based on how much they record.* ●

**COMPANY WEBSITE:** http://www.virtuallogger.com/

**FOUNDED:** 1996

**SUMMARY:** VirtualMonitor is a hosted virtual recording and monitoring service that can be configured to record calls as needed, allowing users to pay based on the amount of time recorded. Users can increase or decrease recording capacity as their needs change. Recordings are stored in VirtualLogger's system and can be played back at the user's convenience. Integrating scoring tools, screen capture, speech-recognition-based audio data mining, and automated or live-agent third-party quality monitoring is also available.

**PRICING INFORMATION:** One-time setup fee, monthly access fee, pay per scheduled monitoring time. (Declined to provide additional pricing details.)

## VOICESENSE

### VoiceSensor

*VoiceSensor is a real-time, automated voice-analysis system that detects customer dissatisfaction during customer calls.* ●

**COMPANY WEBSITE:** www.voicesense.com

**FOUNDED:** 2000

**SUMMARY:** VoiceSensor analyzes calls in real time and provides online alerts to supervisors and agents when it detects emotion and dissatisfaction within a call. Lists of unsatisfied customers can be generated and audio recordings are stored for further analysis and training. The system also provides customizable reports for tracking changes and trends in customer dissatisfaction over time. VoiceSensor also profiles agent and customer interaction styles.

**PRICING INFORMATION:** For 250 seats: $125,000+$23,000-additional services: installation, training and so forth.

**SearchCRM.com**

**SearchCRM.com** is a free resource dedicated to customer relationship management (CRM) decision makers. CRM is a business process that requires a special combination of customer-centric strategy and technical know-how. Activate your free SearchCRM.com membership to ensure you are notified once new product directories become available. SearchCRM.com members also benefit from the latest original daily news, expert tips, discussion forums, webcasts and customized research that will help you develop, design and implement CRM initiatives.

Become a SearchCRM.com member for:

- **Independent content:** Award-winning, vendor-independent news and analysis.
- **Expert advice:** Our Ask the Experts section features advice from some of the leading authorities in the CRM domain.
- **Learning guides:** Browse or search our comprehensive library for useful how-to guides on any CRM topic.
- **Peer input/community:** Share tips, ask questions and network with other engaged, active IT professionals in our ITKnowledge Exchange.
- **Vendor-produced content:** We hand-select white papers and webcasts to address the most relevant CRM trends, issues and products.


BECOME A MEMBER TODAY!