

Record, Analyze and Evaluate Communications

PBI is a speech analytics tool which allows its users the ability to search, analyze and evaluate recorded audio, revealing important information about their customers, their markets, and their own business operations. Our clients are more informed and more productive as a result of mining data from their recorded audio.

PBI's modular software solution interfaces with a variety of recording solutions and other audio sources. Audio files are processed with a phonetic engine to convert 100% of audio into structured output that is quick and easy to access. The intuitive user interface enables calls of interest to be easily identified, organized, and analyzed. Behind the scenes, big data technology delivers the information in near real-time.

Improve Call Center Operations and Transform your Business

- Verify compliance with industry standards and regulations
- Analyze the effectiveness of marketing campaigns
- Gather business intelligence and product suggestions
- Review service issues for root cause analysis
- Phonetics-based method makes searches quick and easy

Fast, Flexible and Invaluable in:

- Investigations
- Dispute resolution
- Validating transactions
- Financial trading floors

Advanced Search Capabilities

- An easy-to-use retrieval and replay environment
- Multiple search criteria
- Discreet call event detail
- Ability to replay either an entire call or only the relevant call segments
- Supports multiple languages and specialized industry terms

Flexible Reporting Module

- User-defined reports
- A range of chart types
- Visual correlation views
- Full drill down capability to the actual call
- Customizable dashboards

Available Tier Configurations

Tier 1:

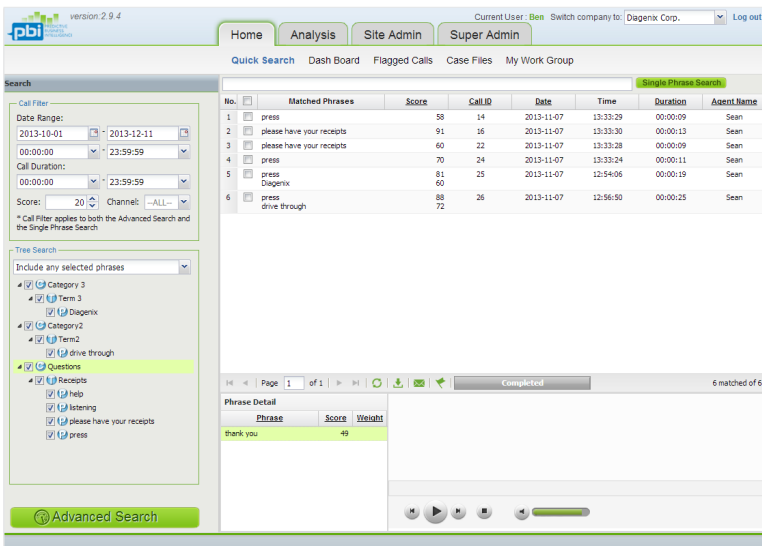
- An advanced search engine enables users to search for specific words or phrases, or categories of words and phrases across 100% of recorded calls in near real time
- An intuitive user interface provides a simple mechanism for changing and saving searches
- An instant playback feature allows the user to instantly hear the relevant audio

Tier 2:

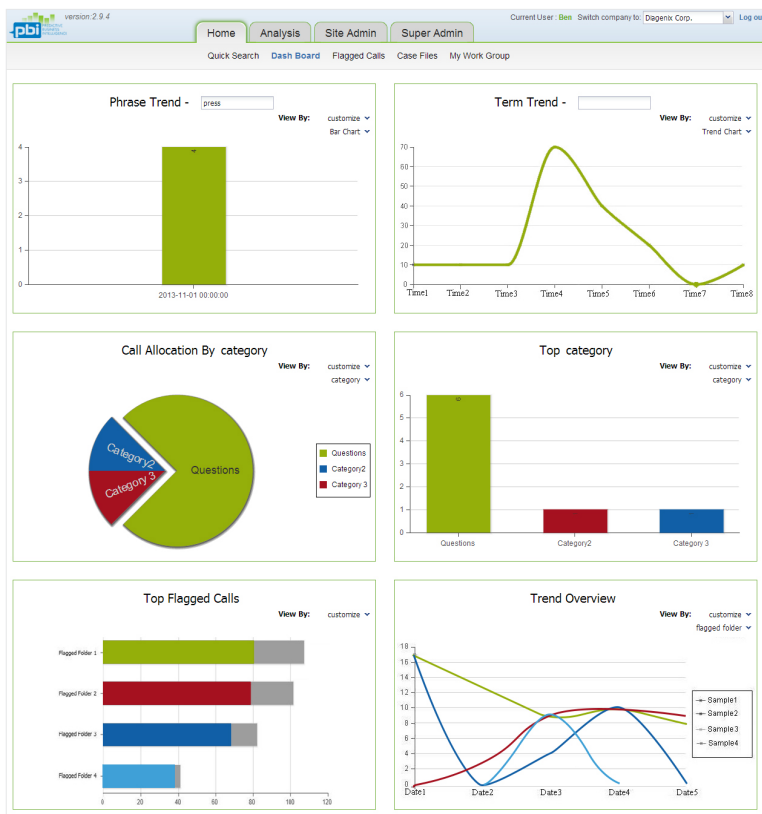
- This tier adds the ability to automatically identify important calls, flag them for immediate action, save them in folders for later review, and send the audio file by email
- User defined flags automatically identify calls requiring immediate actions
- Ability to group calls within case files for playback and later review

Tier 3:

- Includes all Tier 1 & 2 features plus additional analysis and reporting functionality
- Graphic representation of data with drill-down functionality
- Ability to link functions to identify connections between words and phrases



Automatically categorize communications based on similar words, phrases, conversation topics, or any events that occurred during the conversation



Produce fast, accurate reports with PBI Tier 3

About Diagenix Corporation

Diagenix is an innovative voice application company with over 20 years of industry expertise and knowledge in providing packaged and custom voice applications, servers, tools, and hosted outsourcing services that enable companies of all sizes to quickly and efficiently provide anytime-anywhere access to information and transactions over the telephone.

For more information, visit www.diagenix.com

DIAGENIX For more information, visit www.diagenix.com/PBI or call 1.866.425.6600

Why Choose PBI Voice Analytics?

Improve the Customer Experience

PBI Speech Analytics mines and analyzes audio data, detecting things like emotion and stress in a customer's voice, the reason for the call, the products mentioned and more. Users can quickly identify a customer's needs, wants and expectations, and work to meet them.

Coach and Monitor Call Center Agents and Improve Service Quality

Call center managers can use PBI Speech Analytics software to monitor customers and call center agents simultaneously. Managers can track call center agent adherence to scripts and make sure regulatory requirements are met. PBI is also useful for coaching call center agents, improving first call resolution and reducing call volume. Operational and performance issues that occur throughout the enterprise can be tracked and managed, leading to improved service quality across the board.

Reduce Operating Expenses

PBI Speech Analytics software can reduce call center costs; It decreases operating expenses by detecting cost savings and ways to avoid spending money while generating incremental revenue.

Identify Up-sell and Cross-sell Opportunities and Boost Revenue

Sales organizations using PBI Speech Analytics can use the technology to identify up-sell and cross-sell opportunities, leading to increased sales conversion rates. Sales managers using can also use the data to learn about how a particular up-sell or cross-sell impacted a customer's level of satisfaction, and how different customer demographics respond to the offers. PBI can be used to create personalized up-sell and cross-sell opportunities that meet a customer's specific needs and to track the effectiveness of marketing campaigns.

Reduce Customer Attrition

PBI Speech Analytics software can help companies identify why customers are leaving, giving them the opportunity to make the changes necessary to keep customers coming back. Also, the data mined from PBI can be used to improve service quality, customer experiences, and customer satisfaction, giving customers less of a reason to leave in the first place.