



Ensuring **Contact Center**
Excellence with AI driven
Speech Analytics



AI driven Speech Analytics

VoiceAnalytics is a speech analytics solution that improves performance, quality management and customer satisfaction in contact centers, both in commercial and customer service activities. Our AI based solution is built by a powerful language engine and machine learning algorithms and processes speech-to-text with high accuracy. It also recognizes keywords, allowing the detection of specific content in 100% of the interactions (names of competitors, words related to dissatisfaction or cancellation of a contract, etc.).

Xdroid's solution counts with an acoustic engine that identifies periods of silence, volume, speed, emotions and speech styles of both the customer and the agent (happiness, disgust, disappointment, insecurity and neutrality).

The all-in-one VoiceAnalytics solution measures customer's experience and agent performance, allowing to take action and guarantee first class customer service.



Why our customers
use Xdroid



VoiceAnalytics Features

- Speech-to-Text and Keyword Search
- Keyword Detection
- Real-time Capabilities
- Sentiment and Emotion Analytics
- Automated Quality Management
- Productivity Tracking
- Call Statistics
- Word cloud & Heatmaps
- Automated Alerts
- Custom Reports & KPI Charts
- Escalation Requests
- First Call Resolution
- CSAT & NPS Integration
- CRM Integrations



Xdroid provides detailed insights at different levels:
General, departments, agent groups, individual agents





VoiceAnalytics

Achieve results

“We’re able to get to know our customers with much greater precision and depth. Xdroid helps us understand if we’re asking the right exploratory questions. By better understanding who we’re talking to, we can more fully understand their needs and tailor cover to suit.”

- **Chris Reed,**
Head of business development, Protect Line

“For us, Xdroid is a game-changing technology. One that is bringing many benefits to our sales, service and compliance functions.”

-**Matt Byrne,**
Manchester Broker Head of Distribution,
Principal Insurance



19 seconds

AHT
Reduction per call

3,4 %

Reduction of
non-productivity on
inbound calls

6,3 %

Increase of sales
conversion
rates

10 %

Reduction of silence
periods

1.5 %

Decrease of
agent costs

30,4 %

Increase of
identification of at-risk
of leaving customers



About Xdroid



Insights.
Action.
RESULTS.

Xdroid is an independent, privately-owned software development company. This enables us to respond to changes quickly.

We believe that the truth will set you free

Our Artificial Intelligence solution, based on deep expertise, will reveal the truth about your customer interactions.

Analytics knowledge is the backbone of our development team.

Years of experience in developing high tech software for contact centers of financial institutions, utility companies, telecom operators, etc give us an incredible edge.

Start creating your success by understanding the truth.

We help you predict and anticipate in an uncertain and turbulent environment.

Let the truth set you free.



Agile solution
Cutting edge technology
Profound Industry knowledge

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