



UNIVERGE BLUE ENGAGE AI SENTIMENT ANALYSIS

UNIVERGE BLUE ENGAGE AI SENTIMENT ANALYSIS FREQUENTLY ASKED QUESTIONS (FAQS)

Unlock the power of UNIVERGE BLUE PULSE™ Artificial Intelligence (AI) with UNIVERGE BLUE ENGAGE AI Sentiment Analysis.

WHY SHOULD I CARE ABOUT ENGAGE AI SENTIMENT ANALYSIS?

When monitoring customer interactions, your supervisors have the difficult task of figuring out which conversations deserve their attention out of the hundreds and or even thousands of customer calls they get every day. Oftentimes, they end up randomly spot-checking different conversations, spending long amounts of time listening to calls, and potentially overlooking conversations that could have a major impact on the business.

ENGAGE AI Sentiment Analysis unlocks the power of UNIVERGE BLUE PULSE artificial intelligence to make it easier for your leadership teams to know which customer conversations deserve their attention, help them discover valuable insights from customer interactions, and ultimately use that information to achieve customer satisfaction goals.

Each customer interaction contains topics, intent, emotions, and more, and these can all be analyzed to provide insights

that may improve any variety of organizational improvements such as:

- › **Support** - Customer support managers can input a key phrase like "cancel". If it finds that key phrase, supervisors can establish rules that will assign the recorded conversation to a manager to see how front-line users handle the situation and can use the evaluator tool to give feedback.
- › **Product** - Product teams can tag for keywords like "broken" and "missing". If the system finds those specific keywords, supervisors will be assigned to review the recording for further evaluation to identify opportunities for improvements, new products, or features.
- › **Sales** - Sales managers can search negative and positive conversations to identify best practices and coaching opportunities.
- › **Marketing** - Marketing can look at positive conversations to identify customers who could give a good review or testimonial.



UNIVERGE BLUE ENGAGE AI SENTIMENT ANALYSIS FREQUENTLY ASKED QUESTIONS (FAQS)



HOW DOES ENGAGE AI SENTIMENT ANALYSIS HELP MY BUSINESS AND HOW DOES IT WORK?

ENGAGE AI Sentiment Analysis saves your team significant time by focusing your supervisors and leadership team on conversations that could help you identify sales opportunities, service enhancements, organizational improvements, and more.

To do this, ENGAGE AI Sentiment Analysis transcribes every call (including voicemail) that comes through a queue designated by an admin. It then uses artificial intelligence to analyze the call and records the number of positive and negative words within the context of the conversation. Based on the ratio of positive to negative comments, ENGAGE AI Sentiment Analysis tags the conversation as positive, neutral, or negative.

Supervisors with access to call recordings and transcriptions can use the search filter to search by sentiment (i.e., positive, neutral, negative) or even by keyword or phrase. They can then use the Evaluator tool to provide feedback to agents as needed.

WHAT KIND OF INSIGHTS DO WE GAIN?

Data. ENGAGE AI Sentiment Analysis holds the data, and the data are the conversations and how people are feeling. ENGAGE AI Sentiment Analysis can recognize when a conversation is positive, negative, or neutral, and can also filter keywords to find, for example, customers who plan on terminating their service, dropping a product, or are interested in new plans, etc.

HOW COMPLICATED IS THE TRAINING FOR FRONTLINE USERS AND MANAGERS?

Check out our support documentation to learn how easy it is to setup and use:

[ENGAGE AI Sentiment Analysis Knowledgebase Article](#)

WHAT ELSE CAN BE TRANSCRIBED?

Aside from call recordings, voicemail transcription is in an Open Beta.

HOW MUCH WILL IT COST?

ENGAGE AI Sentiment Analysis requires transcription time to operate. UNIVERGE BLUE ENGAGE COMPLETE customers receive a 5-hour block of transcription time per concurrent user included in their subscription!

Both UNIVERGE BLUE ENGAGE ADVANCED and COMPLETE customers can purchase additional transcription time in 5-hour blocks per concurrent user, allowing you to use only what you need.

Admins can keep track of how many transcription minutes they have left by going to the Voice Recordings page found on the Integrations tab in the Admin Portal. Admins can also set up an alert to notify them when the number of transcription minutes used is running high.

HOW WOULD I ACCESS ENGAGE AI SENTIMENT ANALYSIS?

UNIVERGE BLUE ENGAGE COMPLETE admins can simply click on the Queues page (found under the General options in the Configure Tab), select a queue, and click "Enable call recording transcriptions" (you can also enable voicemail transcriptions here), and click "Enable transcription analysis". Once that's done, all calls from that queue will be transcribed and analyzed.

UNIVERGE BLUE ENGAGE ADVANCED customers will need to purchase transcription time before they can enable a queue for ENGAGE AI Sentiment Analysis. To do that, they need to log into UNIVERGE BLUE CONTROL PANEL and navigate to the Subscription tab found within the Contact Center tab. From there they can add transcription time.

To search recordings for sentiment and key phrases, users can go to the Voice Recording page located under the Analysis tab within the Admin portal. From there they can use a wide range of search criteria like phone number, agent, sentiment, and keywords to quickly find the right conversations.



UNIVERGE BLUE ENGAGE AI SENTIMENT ANALYSIS FREQUENTLY ASKED QUESTIONS (FAQS)



HOW LONG DOES IT TAKE TO TRANSCRIBE A CONVERSATION?

Transcriptions are processed and available immediately. If the conversation is over an hour, it may take more time to process.

IS THERE A CONVERSATION TIME LIMIT TO TRANSCRIBE CALLS?

No, there is no time limit on call durations.

HOW MANY KEYWORDS CAN YOU ENTER?

You can enter as many words as you'd like. However, we suggest you search one word at a time to ensure you get the highest possible results.

WHAT MAKES YOUR AI DIFFERENT COMPARED TO OTHERS?

NEC is one of very few companies that focuses on making it easier for leadership teams to ensure high service quality and compliance using artificial intelligence. This includes proactively notifying supervisors if a conversation requires closer evaluation if it sees a key phrase mentioned in the conversation that the supervisor cares about.

WHAT LANGUAGES DOES IT SUPPORT?

Transcriptions are transcribed in English (U.S.), and it can pick up different accents.

ARE THERE ANY PRIVACY OR SECURITY CONCERNS WITH TRANSCRIPTIONS THAT HOLD SENSITIVE INFORMATION?

We process each transcription using Amazon S3 storage buckets. Once the machine learning processes the analysis, it then sends it to our encrypted system backend, and it automatically deletes all information from the storage buckets.

NEC and the NEC logo are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All trademarks identified with © or TM are registered trademarks or trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice. Please refer to your local NEC representative(s) for further details.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or: