



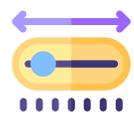
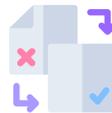
UNIVERGE BLUE ENGAGE AI SENTIMENT ANALYSIS



FOCUS ON THE RIGHT CONVERSATIONS

The information you need to grow your business and ensure high service quality are found in customer interactions your employees handle every day. However, finding those insights is incredibly difficult with mountains of recorded conversations that supervisors simply don't have time to review. UNIVERGE BLUE ENGAGE AI Sentiment Analysis, powered by UNIVERGE BLUE PULSE™ artificial intelligence, makes it easier than ever for supervisors to do their job by using artificial intelligence (AI) to automatically highlight and notify them about important conversations.

HOW IT WORKS



COLLECT	TRANSCRIBE & REDACT	ANALYZE	SEARCH	IMPROVE
Admins enable interaction analytics for a call queue	All conversations (including voicemails) from the queue are recorded and transcribed and AI transcription and redaction removes sensitive information (e.g., bank information, social security numbers, etc.) if enabled	Artificial intelligence evaluates every transcription, determines whether the sentiment of the conversation was positive, negative, or neutral, and tags it	Supervisors can also search and review transcripts with extensive filters including sentiment, words/phrases, users, and more	Take the insights you learn to improve your customer experience and grow your business!



UNIVERGE BLUE ENGAGE + PULSE AI SENTIMENT ANALYSIS



ENGAGE AI Sentiment Analysis makes it easier for supervisors to identify the right conversations to review by tagging interactions as positive, negative, mixed, or neutral.

- **Eliminate the Guesswork for Supervisors:** Stop picking conversations at random and focus only on the ones that matter to your business using sentiment analysis for key words and phrases.
- **Get Game-Changing Insights Faster than Ever Before:** Understand what customers are saying about their experience and how they feel about it – in their own words – and act on trends and patterns to get ahead of customer demands and expectations.
- **Better Customer Experience:** Leverage insights from inbound and outbound voice interactions to upskill, coach, and train frontline users to improve customer loyalty and satisfaction.

BETTER INSIGHTS FOR EVERYONE IN YOUR BUSINESS

Support

Customer support managers can be alerted to key words and phrases like “cancel” to see how frontline users handle the situation and can use the evaluator tool to give feedback. Customer support managers can quickly review negative conversations to find out what service reps can do better.

Sales

Sales managers can review calls that were positive to promote best practices, negative ones to find coaching moments, or neutral conversations to find where small tweaks should be made.

Call Date	Duration	Caller ID	Queue	Agent	Phone Ext.	Client Type	Claim No.	Account No.
2/11/2022 2:38:22 PM	00:00:22	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/11/2022 7:55:16 PM	00:00:28	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/11/2022 7:59:54 PM	00:00:26	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/11/2022 8:02:12 PM	00:00:33	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/11/2022 8:04:16 PM	00:00:28	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 5:16:58 PM	00:00:38	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 5:19:43 PM	00:00:55	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 5:21:52 PM	00:01:02	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 5:23:35 PM	00:00:53	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 6:35:30 PM	00:00:20	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 6:36:20 PM	00:00:28	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 6:37:54 PM	00:00:35	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/14/2022 6:39:15 PM	00:00:50	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/15/2022 11:30:43 AM	00:00:14	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/15/2022 11:32:12 AM	00:00:12	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/15/2022 11:33:10 AM	00:00:15	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/15/2022 12:43:06 PM	00:00:13	131055186	Q2 Summer	James Hendrix	+184354165	VSP		
2/15/2022 12:44:37 PM	00:00:12	131055186	Q2 Summer	James Hendrix	+184354165	Special license	486	864
2/15/2022 12:46:06 PM	00:00:12	131055186	Q2 Summer	James Hendrix	+184354165	Special license	3697	25874
2/15/2022 12:57:25 PM	00:00:12	131055186	Q2 Summer	James Hendrix	+184354165	Special license	4568	346
2/15/2022 1:00:33 PM	00:00:11	131055186	Q2 Summer	James Hendrix	+184354165	Special license	8993	125
2/15/2022 1:01:45 PM	00:00:32	131055186	Q2 Summer	James Hendrix	+184354165	Special license	7896	563
2/15/2022 2:23:43 PM	00:00:22	131055186	Q2 Summer	James Hendrix	+184354165	Special license	1234	5678
2/15/2022 2:25:01 PM	00:00:21	131055186	Q2 Summer	James Hendrix	+184354165	Special license	789	456

Product

Product teams can look up key words and phrases, such as “broken” and “missing”, to identify opportunities for improvements, new products, or features. Product teams can search recordings to gauge sentiment around new offerings.

ONLY USE WHAT YOU NEED

Unlike other solutions with a high price tag, ENGAGE AI Sentiment Analysis uses a pay-as-you go model, so you only use what you need. Best of all, ENGAGE COMPLETE customers get 5 hours of transcription and analysis already included with their plan every month!

AVAILABLE FOR
UNIVERGE BLUE ENGAGE ADVANCED and
UNIVERGE BLUE ENGAGE COMPLETE

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: