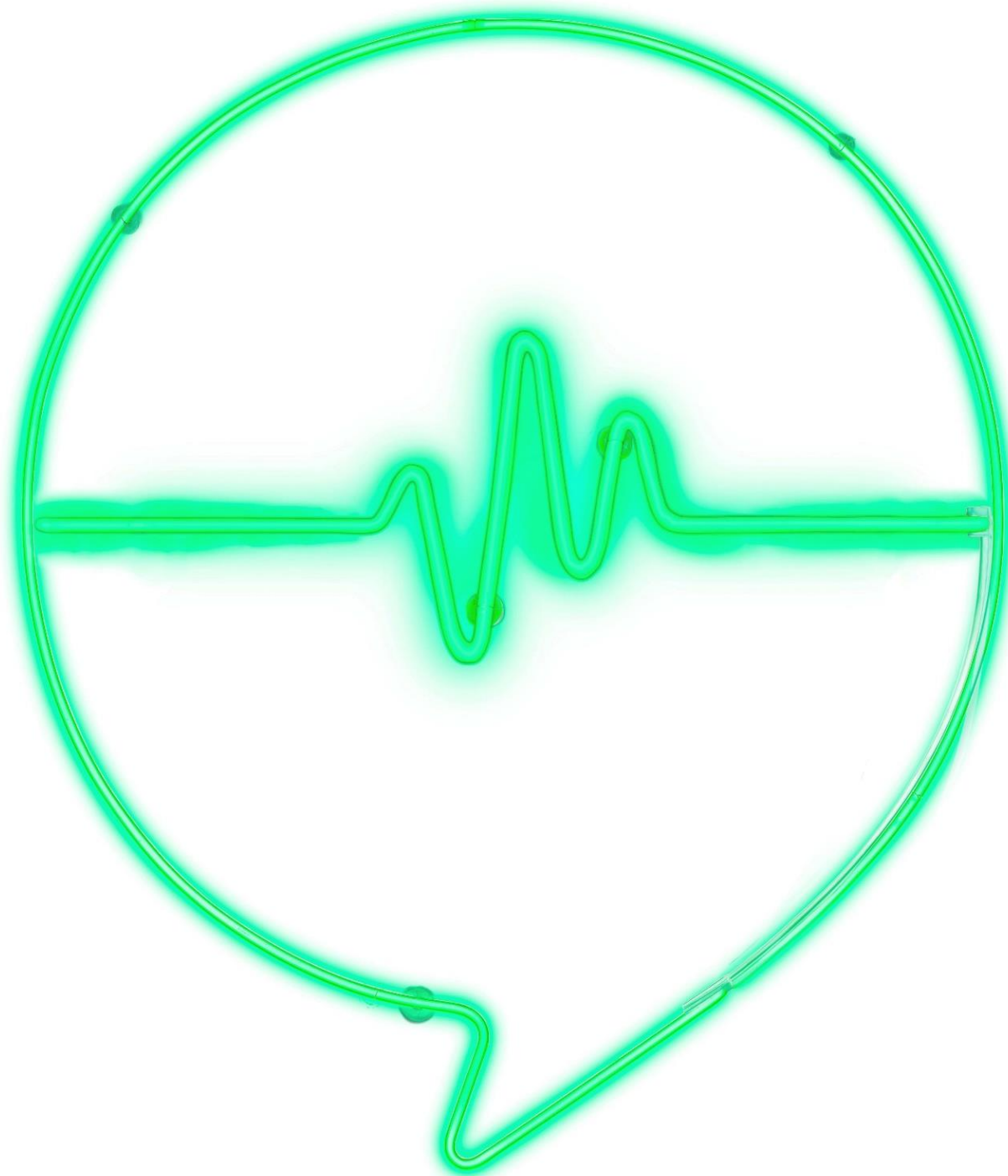


Deloitte.



TrueVoice

A smarter way to listen,
and take action.

What is TrueVoice?


TrueVoice is Deloitte’s global customer interaction analytics platform that uses artificial intelligence, coupled with data science expertise, to improve quality and compliance, and drive efficiencies across your contact centre operations.

- Harnesses the power of AI/Machine Learning to predict outcomes rather than relying on keywords only
- Making practical AI accessible with an integrated feedback loop and automated model management
- Broad cross-industry applicability with pre-built use cases for faster deployment and customization
- Global footprint with coverage of 30+ languages
- Cloud based architecture – flexible, scalable and designed with security as a principle


TrueVoice gives contact centres a full picture of every call to do right by the customer, business and regulator. Put simply, it is a smarter way to listen, and take action.




TrueVoice can quickly deliver a return on your investment by:

- 


Automating your quality monitoring

By moving from a manual review of approximately 1% of interactions to a statistically robust level of automated review, you can focus your supervisors’ time on the interactions that are of most interest to you.
- 


Improving measurement of agents' performance

Using the highly configurable quality score carding system, you can more efficiently review the performance of your agents.
- 

Delivering operational efficiencies

TrueVoice delivers the insight you need to help optimise key contact centre processes and lower operational costs.
- 

Improving customer experience

By benchmarking all contact centre interactions across a customer journey, you have the insight you need to promote consistent outcomes for all customers, improving customer experience and reducing churn.
- 

Reducing risk

By monitoring all of your customer interactions, you can enhance regulatory compliance and reduce risk; ensuring you protect your most vulnerable customers.

How does it work?

1.

Data ingestion

TrueVoice is platform agnostic and can take data from multiple sources including audio recordings, video conferencing and text interactions (e.g. email, webchat), CRM data and metadata to provide a complete customer journey.
2.

Voice transcription, emotion and behaviour analysis

TrueVoice not only analyses what was said, but how it was said. It analyses the acoustic properties of the call, such as tempo, amplitude, pitch, tone and non-semantic communication.
3.

Automated call triage, quality and assessment

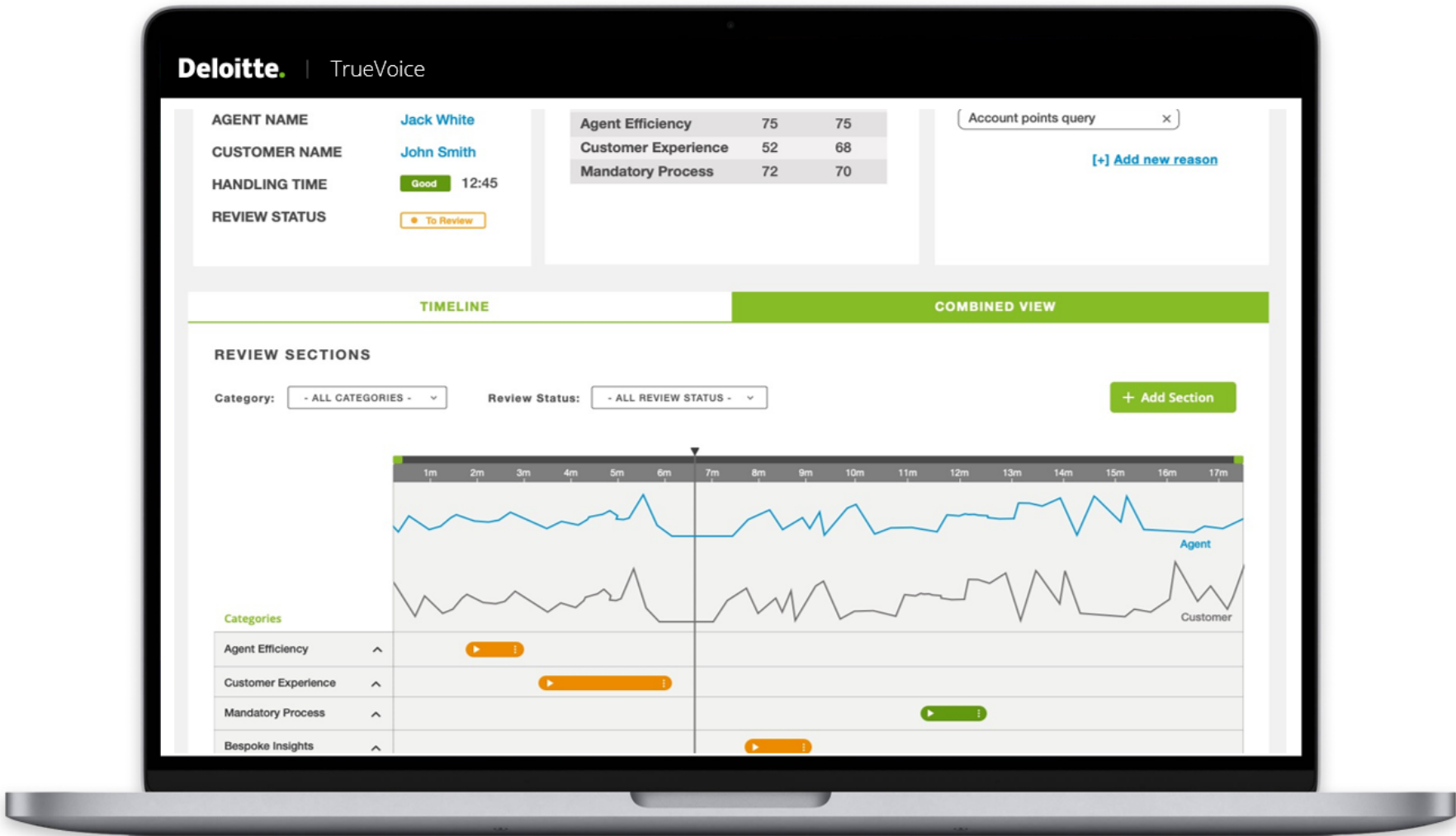
We go beyond just searching text, using the output from the analysis to develop machine learning models relevant to your use cases.
4.

Your focused review and action

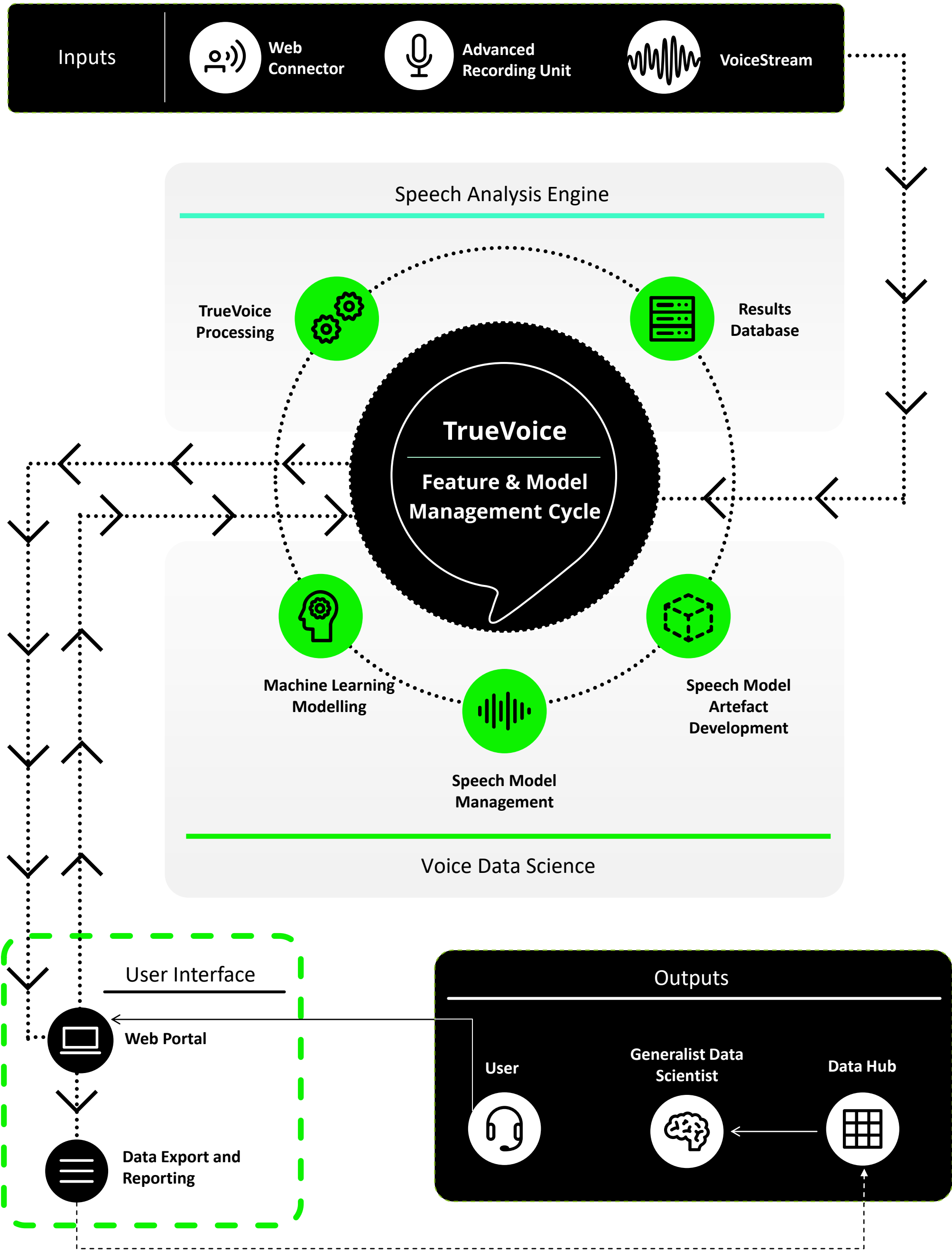
TrueVoice will deliver the insight you need, so you can take action quickly. There are several options to consume these outputs across your enterprise.
5.

Continuous improvement

Embedded machine learning allows TrueVoice to continuously improve – offering smarter, faster insight over time.



How does it work?



TrueVoice results

Automate Quality Management

Organisations using TrueVoice have:

- **Reduced call review time** by 80% by identifying relevant segments within a call and automating 70% of the quality monitoring process
- Become **insight driven** in identifying opportunities for training and development

Improve Operational Efficiency

Organisations using TrueVoice have:





- Identified **20% of calls for channel shift**
- Exposed **2% - 3% of dead time** to eliminate
- Identified **5% - 10% of AHT reduction** by improving process and agent
- Identified a **10% - 15% difference in decline rates** for different upsell processes
- Optimised team structure by achieving up to **25% cost reduction**

Reduce Risk of Regulatory Compliance Failures

Organisations using TrueVoice are:

- Been 60x more likely to identify customer dissatisfaction vs. previous process
- 3.5x more likely to identify **customer misunderstanding**
- 3x more likely to identify **customer complaints**
- 9x more likely to identify customers exhibiting signs of **vulnerability**
- Achieving **95% accuracy** when identifying compliance failures
- Able to **automate 70%** of their compliance assurance process

Success Stories

Global Retail Bank	Global Insurer	Global Hospitality Company	UK High Street Retailer
			
Reduced call review time by 80% by automating 70% of the quality monitoring process	60x uplift in identified complaints to improve customer experience and retention	Identified opportunity to increase sales conversions and improve retention by 13%	Identified 20% of calls for channel shift



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