YOUR CALL RECORDINGS, IF NOT USED TO YOUR ADVANTAGE, ARE ONE OF THE LARGEST NON-MONETIZED ASSETS IN YOUR COMPANY....

...BUT NOW YOU CAN TURN THAT DATA STRAIGHT INTO PROFIT.

We offer a powerful and affordable call recording service with cutting edge analytical capabilities from $50 a month. And, better yet, it uses cloud-based storage, so you can have instant access to up to a year's worth of archived calls, without having to purchase or maintain any additional hardware.

Unlock the full potential of your business with access to searchable records of every detail of every phone call. This kind of technology has, up until now, only been available to big businesses, costing upwards of $250,000. Now, here at Vaspian, we have harnessed this technology to offer any size business the ability to choose extensions for a service plan that is perfectly tailored to their needs.

POWERFULLY AFFORDABLE SOLUTIONS

With access to an automated transcription of 100% of your audio, you can tap into a goldmine of data that enables you to:

- Review more calls, faster
- Pinpoint problem areas for agents and implement training to improve performance quickly
- Get a detailed understanding of why customers are calling to improve your service
- Analyze and solve problems in business processes between departments
- Identify which sales tactics are working and which ones are losing you customers
- Cut costs by improving both agent efficiency and customer experience – if they only have to call once, you'll reduce the workload too
- Get access to immediate feedback from your customers after a new product launch
- Improve customer loyalty and retention

You'll have immediate access to an easy to use interface that catalogues every word spoken, so that you can search for the speech analytics data you need, just like using Google.
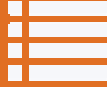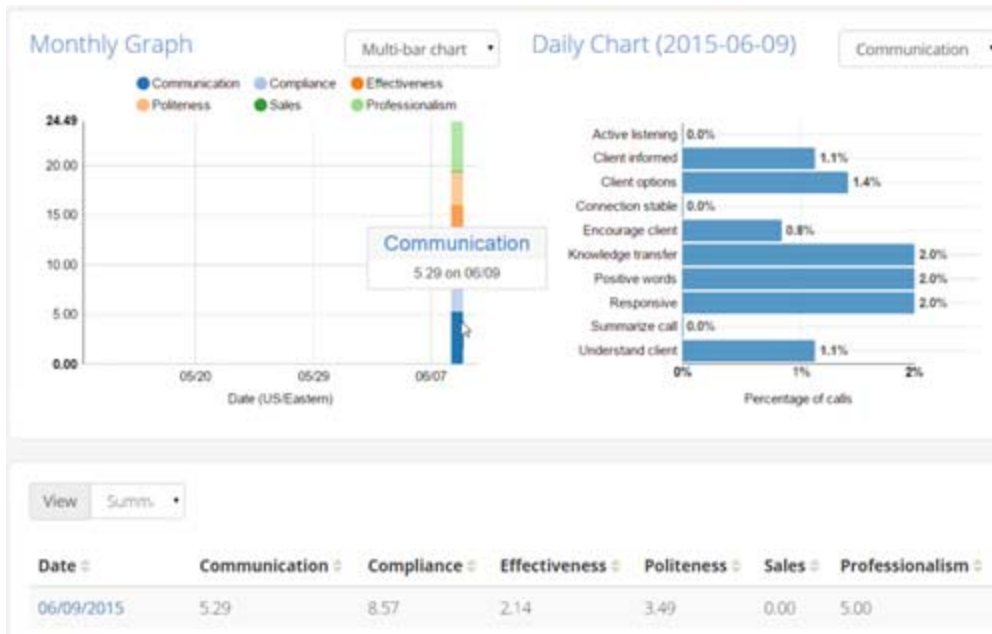
YOU'LL HAVE ACCESS TO A POWERFUL TOOLKIT THAT WILL ENABLE YOU TO PUT THAT DATA INTO ACTION, INCLUDING:

- Trending words and phrases will be listed automatically to easily identify reoccurring problems
- A built-in sentiment analysis will clearly highlight both your happy customers and your not-so happy ones
- Agent scorecards will clearly define how your people are performing, according to the parameters you've set
- Customer Scorecards identify why they are calling and recognize potential sales opportunities

YOU'LL ALSO HAVE THE FOLLOWING CALL MONITORING TOOLS FOR TRAINING OR HANDLING PROBLEMATIC CALLS IN REAL TIME; WHISPER/COACH, SILENT MONITOR, BARGE AND STEAL...

- Speech analytics will automatically categorize your calls according to the root cause, including speaker emotion, silence time, agent ID, customer ID, site ID, and the other kinds of metadata most pertinent to your business
- Automated monitoring of transcribed calls can help call center managers identify compliance issues before it's too late

Have access to the real data that can accurately inform and refine your business processes, without having to listen to thousands of hours of recordings. Have the confidence that your agents are following all the government, company and service level agreement regulations essential to mitigating risk.

Monthly Graph — Multi-bar chart

Daily Chart (2015-06-09) — Communication

Legend: Communication, Compliance, Effectiveness, Politeness, Sales, Professionalism

Communication: 5.29 on 06/09

Daily Chart (Percentage of calls):
- Active listening: 0.0%
- Client informed: 1.1%
- Client options: 1.4%
- Connection stable: 0.0%
- Encourage client: 0.8%
- Knowledge transfer: 2.0%
- Positive words: 2.0%
- Responsive: 2.0%
- Summarize call: 0.0%
- Understand client: 1.1%

View: Summ.

Date	Communication	Compliance	Effectiveness	Politeness	Sales	Professionalism
06/09/2015	5.29	8.57	2.14	3.49	0.00	5.00

For only $50 a month, with the additional extensions of your choice, you will have access to critical insights that can determine if your issues are related to people, process, technology or a combination thereof AND have the tools to identify the most effective solutions.

To access Vaspian's Speech Analytics service, visit https://vspeech.vaspian.com/ and log in to your account.