



# Aumtech's Next-Gen Analytics Solution

*Data and Speech Analytics for Cutting-Edge Customer Insights!*

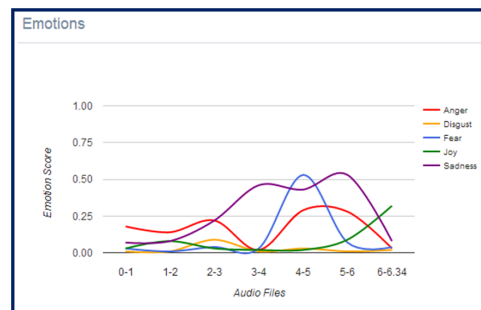
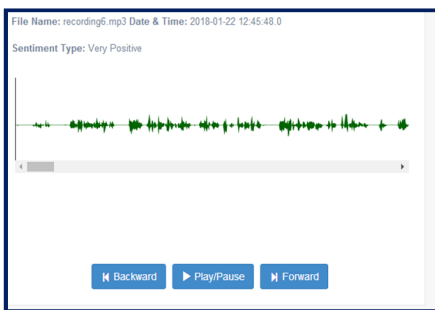
Give your clients the insights and data needed to solve critical business problems. Better and more accurate data on customer interactions and behaviors can help businesses make better and more informed decisions. Aumtech is a provider of cloud-based, speech and data analytics services for mid-to-large businesses and call centers. Our mission is to help companies lower their overall costs, improve CSAT and help your business be more operationally efficient by delivering the most affordable, reliable and secure solutions.

## KEY FACTS

- 83% of U.S. consumers prefer dealing with human beings rather than digital channels
- 7 out of 10 believe that speech analytics can lead to improved customer experience
- \$1.6 trillion — estimated cost of customers switching due to poor services; customer demand hi-end human interaction

## PROBLEMS WE SOLVE

- Poor customer satisfaction levels
- Inability to determine primary customer call drivers
- Low call center agent productivity
- QA managers manually auditing call recordings
- Non-compliance for agent scripting
- Low revenue generating sales and marketing campaigns
- Inefficient processes and hard to use products



Aumtech's Next-Gen Analytics solution is a speech and data analytics tool that includes a management dashboard for insights into call drivers, emotions and sentiment analysis, and word cloud for keywords and transcription. ANA is a full-featured analytics platform for multi-source data ingestion and interaction analytics. ANA is a single supplier solution with a single software stack based on highly reliable and proven open source technology and artificial intelligence engine. ANA is the only enterprise level, robust and easy-to-use analytics solution in the market with no software licensing or upfront CAPEX cost!

## KEY FEATURES

- Dashboard with key analytics displayed
- Call classification to determine primary call drivers
- Audio separation for caller and agent
- Keyword highlights in transcription
- Keyword determination for compliance and
- Word cloud for keywords and transcription
- Sentiment and Emotion detection and analysis with time segment and call segment breakdown
- Comprehensive reporting
- 99.99% uptime via our secure cloud based platform

## THE ANA ADVANTAGE!

- Improved customer satisfaction levels
- 100% of calls analyzed saving QA managers time
- 90+% accuracy with transcription as compared to 70-80% for competing solutions
- Increased agent productivity via better training and coaching
- Product and process improvement
- Greater success in sales and marketing campaigns
- Ensure compliance for agent scripting
- Disruptive pricing model based on usage



Visit [www.aumtech.com](http://www.aumtech.com) to obtain more information today!  
Call Aumtech at 732-254-1875 or email us at [sales@aumtech.com](mailto:sales@aumtech.com).