

Mutare Insights™

Datasheet



Transcribe, Search, Analyze and Archive your Audio in One Place

With so many customer interactions occurring over the phone, incorporating voice data into your analytics strategy is vital to business success. But, manually listening to call recordings is time-consuming, costly and leaves too many opportunities for information to be missed.

Speech analytics lets you monitor all of your customer interactions rather than a handful of randomly selected calls. By analyzing all of your voice data for root cause, quality assurance, customer experience and more, you will uncover valuable insights to improve agent training, predict customer churn and provide your customers with pleasant and successful company interactions.

Mutare Insights

Mutare Insights is an all-inclusive speech analytics application that allows clients to visualize their audio using state-of-the-art speech recognition and text analytics. It automatically transcribes audio into searchable text, then organizes and archives this data to be accessed through an intuitive web interface. All of your audio data is stored in a database where it can be searched and analyzed for compliance, customer insights and



agent performance to improve your customer experience.

Mutare Insights can process audio in near-real time and examine up to one million hours per year, per appliance using our patented acceleration technology. It offers the ability to drill down to specific call categories and features automatic discovery of trending topics to identify business drivers. Mutare Insights also comes with an enterprise-ready search engine that allows businesses to perform multidimensional analyses of their data to identify the most comprehensive trends and analytics and make well-informed strategic decisions.

Get the message.

Benefits

See a global view of agent-customer interactions

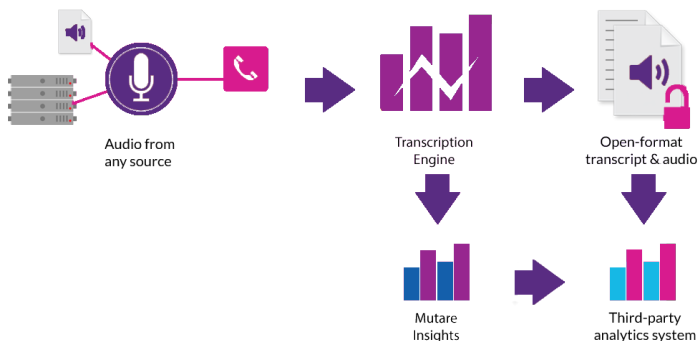
- Extract information about products, processes and services from voice surveys and call center calls
- Grade agent performance using a variety of acoustic and linguistic analyses
- Use evidence-based insights to reduce average handle time and improve first call resolution

Turn archived calls into business intelligence

- Transform unstructured data into usable information in minutes with automated speech-to-text (STT)
- Drill down into calls of interest to identify root causes and training issues to improve your business model
- Sift through old data quickly and effortlessly with our powerful search engine

Customize analysis to your business needs

- Customize our out-of-the-box agent scorecard and call drive applications for your unique business model
- Easy-to-use application editor enables key managers - not just data scientists - to develop their own unique analysis of call center interactions
- Supplement automatic discovery of trending topics by tracking down known issues to keep you ahead of any problems



Key Features

- Automated speech-to-text transcription
- Enterprise search capabilities
- Voice technology at its finest
- Automated redaction
- Efficient web-based interface

Advanced Analytics and 360 Degree Customer Insights

Mutare Insights is the most complete set of speech technologies in a single appliance on the market today. Extract insights about everything from root cause of customer complaints to customer loyalty using a variety of call metrics and analytics techniques. Whether you use voice analytics to increase call center efficiency or improve customer experience, Mutare works with you to create customized solutions that return on your investment and benefit every part of your organization.

On-Premise Appliance Specs

- 1U rackmount appliance
- Standard Intel server platform
- CentOS6 Linux operating system
- Redundant storage and power supplies
- 1,000,000+ hr/year throughput per 1U appliance
- Stackable performance to fit any workload requirements
- Can be deployed in the cloud or on-premises



Mutare, Inc.
2325 Hicks Road
Rolling, Meadows IL 60009
Call or Text: 847.496.9000
Email: info@mutare.com

Mutare Means Change. For three decades, we've been empowering organizations to re-imagine a better way to connect with each other. Today, through our transformative digital voice and text messaging solutions, we make communications with colleagues, customers and prospects simple, secure and effective.

Get the message.