# User Guide

VERSION 2021.06

Analyze

CallMiner

# Analyze

## User Guide

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**Analyze** User Guide

# Section 1: Introduction

With Eureka Analyze you have invaluable insight into every agent-customer interaction without the labor-intensive need to listen to every call or read every chat or e-mail. Eureka Analyze's powerful tools extract and apply business intelligence from every customer interaction to identify customer needs, analyze interactions, track behaviors, correlate causes, and report results.

Using speech recognition engines and proprietary algorithms, Eureka Analyze takes every word and phrase that is spoken, *how* those words are spoken (for example, acoustic information), and the context in which those words are spoken and converts these data points into business intelligence. Customer conversations are classified into configurable categories based on words/phrases detected in conversations along with metadata (such as agent name, location, etc.), including acoustic measures. Categories provide a powerful analytical tool that helps identify business trends and operational issues.

Sound complicated? The best part is, it's not! Eureka Analyze is specifically designed to be easy to learn, intuitive, and, above all, user-friendly.

Eureka Analyze offers the following features and benefits to help you understand the fundamentals of your business by automating the effort to listen to customer conversations:

- **WEB-LIKE SEARCH EXPERIENCE** Our 100% web-based solution extends customer-driven intelligence to the broader corporation in a simple, familiar, easy-to-consume fashion. For quick, immediate analysis, a web-like search experience allows you to start searching agent-customer conversations with zero learning curve.

- **SIMPLIFIED AD HOC ANALYTICS** Counts for categories, attributes, measures, and tags allow Search to be used as an ad hoc analytical tool. View the counts and then filter by measures that can contain a variety of characteristics. This enables you to conduct quick analysis, such as identifying agents with the highest levels of agitation.

- **AGENT PERFORMANCE MANAGEMENT** Intuitive automated quality monitoring forms simplify the creation of agent scorecards. Scorecards are present for every interaction, and an improved interaction details view, or call player, expedites performance review. Manual tagging features, commenting, and manual score adjustments support quality monitoring and agent coaching workflows.

- **ADVANCED PLAYBACK** Begin playback and transcript review from any point in the contact where an event of interest occurred just by pressing within the results.

- **AUTOMATIC ROOT CAUSE** Automatically analyze topics from search results to discover root causes or drivers without dependency on keyword lists or category development. TopicMiner™ automatically identifies topics of interest (for example, long conversations, high silence, and agitation).

- **CUSTOMER JOURNEY ANALYSIS** Customer engagement professionals and quality analysts can view and measure various key performance indicators across the entire omni-channel customer journey through a new, intuitive visualization.

- **INITIAL SYSTEM CONFIGURATION & IMPROVED ADMINISTRATION** New administration tools give you greater control over the configuration of Eureka Analyze, further reducing dependency on professional services. Initial System Configuration, an accelerated delivery model, gets customers up and running within days or hours.

## Client Workstation Hardware and Software Requirements

The following details the technical specifications for the Customer's client machines that will access Eureka Analyze:

- Internet Access

- Windows (2GB RAM, 4 GB is suggested)

  - Microsoft Internet Explorer 11

  - Microsoft Edge

  - Google Chrome 46 or newer

  - Mozilla Firefox 41 or newer

- OS X

  - Apple Safari 7 or newer (Apple QuickTime required for audio playback)

  - Google Chrome 46 or newer

- Sound Card with listening device such as speakers, earbuds, or headphones

- Adobe Acrobat Reader or equivalent PDF reader to open PDF exports

- Microsoft Excel 2010 or later (if data is to be exported)

## 1. 1: Overview

The Eureka Analyze web application is comprised of the following main areas: