



AVAYA REAL-TIME SPEECH SNAP-IN



With the Avaya Real-Time Speech Snap-in, you can influence exchanges as they happen, helping keep customers happier, employees more productive, and vital enterprise information sound and secure.

Analyze, respond to and improve conversations in real time

Organizations traditionally used speech analytics for post-call assessment of customer interactions with contact center agents and other voice exchanges within and outside the enterprise. This retrospective evaluation may help improve the content and tone of future communications, but what if analytics could help you assess conversations as they occur, increasing the likelihood of a sale, improving employee performance, and even mitigating the risk of policy or compliance breaches? The Avaya Real-Time Speech Snap-in gives you the tools to bring analytics into the moment.

The Avaya Real-Time Speech Snap-in integrates real-time speech search into enterprise and contact center applications and workflows. It enables rapid development and deployment of speech services enterprisewide. This capability shifts the paradigm of speech analytics away from the traditional post-call analytics used by quality and data analysts toward automated and embedded use of speech analytics technology in real time, in multiple applications.

As a call intercept application, the Avaya Real-Time Speech Snap-in is sequenced into calls placed either from or to a user's phone. It is an element of Avaya Breeze™ Platform, our application development platform that integrates with existing applications and processes, including Avaya communications and customer contact capabilities for voice, video, text and e-mail. You can create value for your organization by using the Real-Time Speech Snap-in independently. Or, you can combine it with other Avaya Breeze Platform Snap-ins to multiply the benefits.



KEY FEATURES OF THE AVAYA REAL-TIME SPEECH SNAP-IN

- Real-Time speech search service
- RESTful Web APIs
- Hierarchical, multiphrase queries
- Query persistence with query tags for easy query loading
- Multilanguage support
- Software development kit

Fast, simple speech analytics development

With Avaya Real-Time Speech Snap-in, speech search is enabled by a phonetic speech search engine embedded in Avaya Media Server (AMS). Avaya Breeze Platform serves as a middleware layer interfacing between the Real-Time Speech Snap-in and the AMS interface via a Java application programming interface (API).

But the real advantage of Avaya Real-Time Speech Snap-in is that it allows speech analytics applications to be integrated into Web applications or business processes, eliminating the need for call recorders—and it doesn't require communications network expertise. Using REpresentational State Transfer (RESTful) design principles, developers can communications-enable specified applications without detailed knowledge of underlying communications network implementation or protocols. Also, a simple, flexible and powerful query structure increases accuracy and allows the operator to construct a search with multiple layers to add context. The result is smoother deployment, lower development costs and faster time to return on investment.

A wide variety of uses

The Avaya Real-Time Speech Snap-in can benefit organizations in a variety of situations, such as:

Contact center agent and enterprise worker compliance.

Quickly identify and intervene in conversations that could lead to policy or regulatory compliance breaches, thereby reducing the possibility of fines and reputational damage. Refine your agent and worker skills faster to improve call outcomes, lower call-handling costs, reduce customer effort and increase customer satisfaction.

Real-time agent information systems.

Push relevant information, such as knowledge-based systems, script guidance or order information for up-selling, to an agent desktop to provide real-time guidance on opportunities.

Speech-driven customer journeys.

Rapidly match the best resources, both processes and people, based on call classification. Streamline operations, increase efficiency, improve customer satisfaction and reduce customer effort.

Supervisor alerting. Facilitate call prioritization and identification of problems such as call script deviations through automated observation of agent performance and call content. Improve performance and reduce attrition through better identification of agent burnout and frustration.

Real-time context creation.

Exploit enterprise knowledge through real-time topic tagging of audio information gathered during conversations, conference calls and video calls. Tagged content can be captured by the Avaya Context Store Snap-in, a companion Avaya Breeze Platform element. The Avaya Context Store Snap-in is a real-time data repository for tracking, collecting and sharing relevant information across teams, processes and customer touch points, helping create a consistent customer experience.

Seize the moment

If a customer shows dwindling trust in your company during a service call, providing the right guidance at the right time to your agent during that conversation may help recapture the customer's allegiance.

If an agent becomes frustrated during a customer interaction, quick and clear guidance to the agent at that moment may calm the agent's nerves, resulting in a more favorable customer outcome.

If one worker's impulsive remark during a call with a co-worker indicates sensitive information about a proprietary project, prompt action might keep the lid on crucial competitive information.

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Learn more

The Avaya Real-Time Speech Snap-in and Avaya Breeze Platform create opportunities to add substantial value to any enterprise. To learn more about the Avaya Real-Time Speech Snap-in, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at [avaya.com](https://www.avaya.com).

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

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