

# SPEECH ANALYTICS MODEL | Fortune 500 Energy Company

### **CLIENT CHALLENGE**

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The client, a Fortune 500 energy company, wanted to use speech analytics to improve customer experience and reduce costs. They had a best-in-class speech analytics system, but needed a governance structure, system configuration, and adoption strategy to realize the value of their investment.

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#### **KEY RECOMMENDATIONS**

Define the critical building blocks of the speech analytics program

**Speech categories** 

reduced from 42 to 13

0%

Increase in

category accuracy

Establish an organizational structure that supports speech analytics

Make category updates to more closely align with call patterns and caller speech Integrate customer experience and speech analytics efforts

## THE VOYAGE Approach

RESULTS

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IDENTIFY OPPORTUNITIES Reviewed current state of the speech analytics program, performed data analysis, evaluated and validated

\$1M

Cost savings identified

in business cases

WEEKS

Defined blueprint and implementation plan, project complete in 8 weeks

DISCOVERY +

speech categories.

#### SPEECH ENHANCEMENTS + BUSINESS CASES

Created 5 business cases around key call drivers. Made updates to categories to improve reporting and insights from speech.

## R O A D M A P Designed the future state model

FUTURE STATE

for speech analytics, including recommendations, a draft playbook, and an implementable roadmap.

 Implementing a governance structure and organizational framework facilitated adoption and consistent usage.

Collapsing the number of speech categories and increasing system accuracy reduced noise and allowed the client to focus on key call drivers.

Use cases led to specific, actionable initiatives to generate \$1M in savings.

After an eight week engagement, the client had the tools to implement a speech analytics program calibrated to generate meaningful operational insight.

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