



SPEECH ANALYTICS MODEL | FORTUNE 500 ENERGY COMPANY

CLIENT CHALLENGE



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.



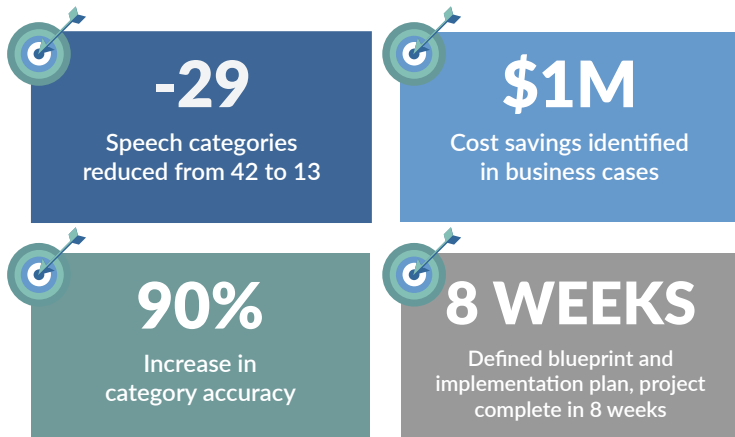
KEY RECOMMENDATIONS

- ✓ Define the critical building blocks of the speech analytics program
- ✓ 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



- ✓ 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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