Enterprise Call Scoring
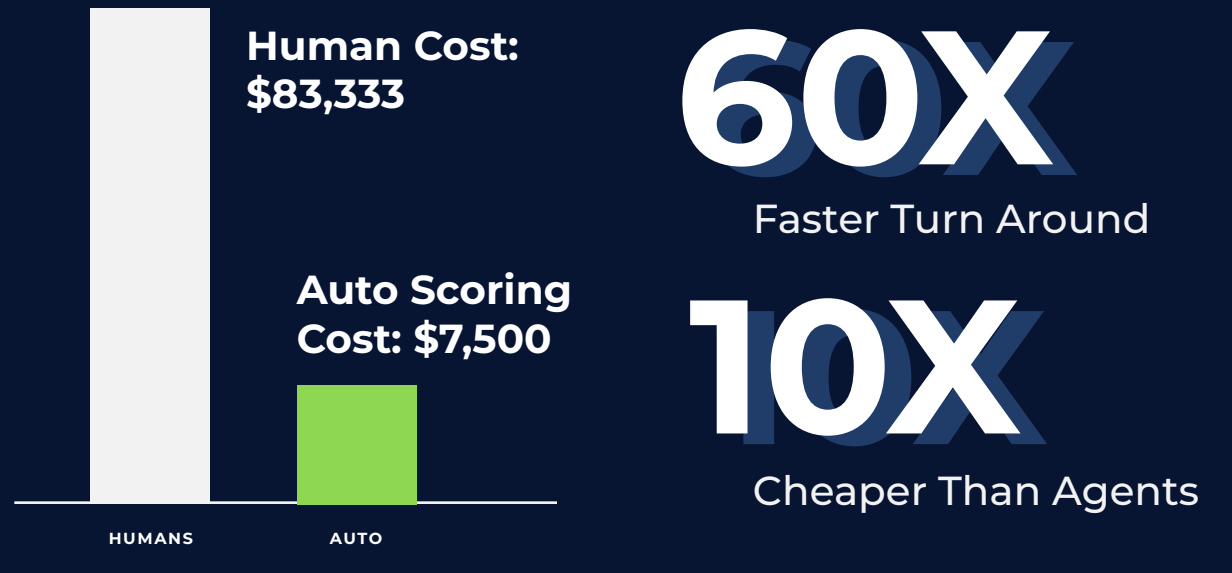
VoiceBase ▲

Today, call centers using human scoring **score less than 5% of volume** due to cost and technological limitations. With automated call scoring, machine learning algorithms train using results defined by humans (hot lead, rude agent, upset customer, etc.) to score calls *instantly*.

	HUMAN	AUTO
ACCURACY	1.4%-1.8% OF ALL CALLS QA'D	100% OF ALL CALLS QA'D
TURNAROUND	DAYS OR WEEKS	MINUTES
COST	$$$$ HUNDREDS OF DOLLARS	¢ CENTS

SEARCH

AGENT SCORECARDS

	Intro	Greeting	Brand	Farewell
Max				
Fred				

TOPIC DISCOVERY
Incident Sentiment

	Word	Agent
Report	write	file
Time		
Feedback		

Use Case: Travel Company

An enterprise-grade call center focused on sea excursions processes about **100,000 calls a day.** Each of these averages about **5 minutes.** Currently, they use humans to **score 5% of these calls** by filling out a 10 point scorecard at **$10 an hour.** How much would it cost to score **100%** of their calls with VoiceBase's Auto Call Scoring?

Human Cost:
$83,333

Auto Scoring Cost: $7,500

HUMANS   AUTO

60X
Faster Turn Around

10X
Cheaper Than Agents

MANUAL SPOT CHECKING

WITHOUT AUTOMATED CALL SCORING, MOST OF YOUR ACTIONABLE INSIGHTS REMAIN IN THE DARK.

What do you need to begin Auto Call Scoring?

1 VoiceBase Account

2 At Least **1,000** Scored Calls Per Result

GET STARTED TODAY