

UNSAID

Conversational analysis with OmniPCX Record™



Conversation Analysis Services by Alcatel-Lucent Enterprise and Unsaid helps small- medium-sized businesses and large enterprises understand customers' feelings, in an accurate and authentic way, as well as the reasons for satisfaction or dissatisfaction.

Integration Overview:

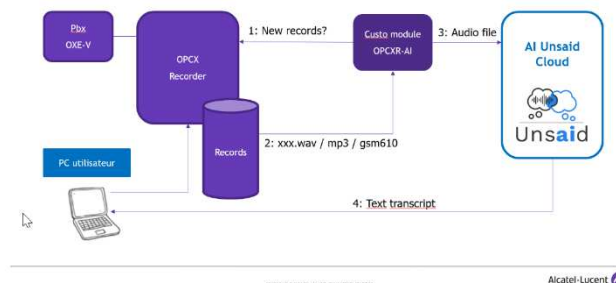
The solution allows your customer relationship centre managers to quickly know, from anywhere in the world, the level of customer satisfaction for each call centre. They can also know precisely which products or services customers are feeling are positive or negative about, to help them act proactively, keep customers and thereby increase sales.



Integration Details:

Conversation Analysis Services offers an API service or a dedicated Unsaid interface with customer satisfaction conversation indicators. The solution provides a web dashboard, and/or API allowing integration with audio recording or CRM applications. The technology extracts audio data from customers to build personalised indicators for your business, providing you with the data required to proactively take the correct operational actions for your customer service, marketing and sales.

Architecture



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Technical Details:

Environment	
Partner	ALE
<ul style="list-style-type: none">Conversational Analysis v1.0	<ul style="list-style-type: none">OmniPCX Record™ v2.5
Supported APIs/Protocols	
<ul style="list-style-type: none">NA	

Company Overview:

Unsaid is a french startup in the Artificial Intelligence domain. The objectives of our startup is to improve significantly the customer satisfaction, to increase revenue and reduce costs thanks to our sentiment and conversational analysis solution..



CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

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