



SPECIAL REPORT

MASTERING CALL ANALYTICS WITH AI

7 ways to improve call center efficiency with next-generation AI.

WWW.SALESLENS.IO

INTRODUCTION

Call centers play a crucial role in ensuring excellent customer service and driving sales.

However, managing and optimizing call center operations can be a challenging task.

Fortunately, with the advancement of artificial intelligence (AI) technology, call analytics has become more powerful than ever.

In this special report, we will explore how AI-driven call analytics can revolutionize call center efficiency and provide actionable insights to improve agent performance.

Let's dive into the seven ways AI can enhance call center operations.




1. GET A CLEAR VIEW OF ALL AGENT CONVERSATIONS WITH LIGHTNING-FAST AI ANALYSIS

Traditional quality assessment methods often rely on randomly evaluating a small percentage of calls.


With AI-powered call analytics, you can benefit from **100% coverage** of all calls, providing a thorough and accurate assessment of sales performance across the board.


Lightning-fast AI analysis offers real-time call quality scorecards with coaching tips and feedback, giving you a clear view of all agent conversations.



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









Reports

[+ Upload a call](#)

Default group 

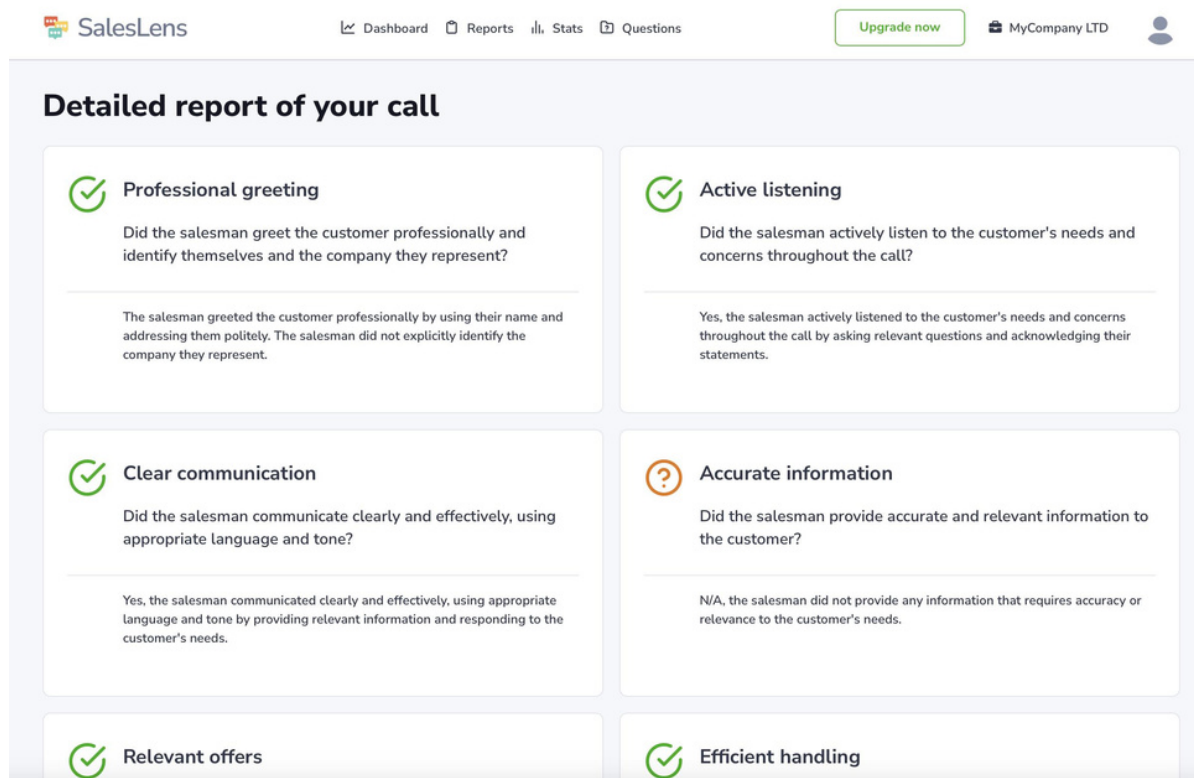
[Filter](#)

ID	FILE NAME	USER	STATUS	TRANSCRIPT	CREATED AT	PROFESSIONAL GREETING	ACTIVE LISTENING	CLEAR COMMUNICATION	ACCURATE INFORMATION	RELEVANT OFFERS	EFFICIENT HANDLING
#9	call_976093627.mp3	 John Smith	COMPLETED 		29/03/2023 22:08						
#8	call_975827941.mp3	 Anna Kovalsky	COMPLETED 		29/03/2023 22:05						
#7	call_975724367.mp3	 John Smith	COMPLETED 		29/03/2023 22:02						
#6	call_976093627.mp3	 John Smith	COMPLETED 		29/03/2023 20:51						
#4	call_975724367.mp3	 John Smith	COMPLETED 		29/03/2023 20:50						
#3	call_975489508.mp3	 Anna Kovalsky	COMPLETED 		29/03/2023 20:50						
TOTAL: 8											

2. REAL-TIME CALL QUALITY SCORECARDS WITH AI COACHING TIPS AND FEEDBACK

SalesLens, our AI-powered analytics platform, generates **real-time call quality scorecards**. These scorecards provide invaluable insights into the quality of agent conversations.

Leveraging AI coaching tips and feedback, you can improve agent performance by identifying areas where additional training and guidance are needed.



3. CUSTOM SCORING AND FEEDBACK FOR PERSONALIZED COACHING

SalesLens enables real-time analysis of the context of all conversations. You can use our call evaluation templates or **create your own playbooks** to personalize scoring and coaching tips.

This flexibility allows you to tailor coaching approaches to individual agents, ensuring targeted and effective training.

The screenshot displays the SalesLens application interface. At the top, the navigation bar includes the SalesLens logo, a menu with 'Dashboard', 'Reports', 'Stats', and 'Questions', an 'Upgrade now' button, and a user profile for 'MyCompany LTD'. The main section is titled 'Question management'. On the left, a sidebar lists 'GROUPS' with 'Default group' (8 items) and 'Sales Calls' (0 items). A 'New question' button is located above the main content area. A modal window titled 'Add a new question' is open, featuring a close button (X) in the top right corner. The modal contains two input fields: 'QUESTION TITLE' with the value 'Upsell' and 'QUESTION TEXT' with the value 'Did the salesman offer an upsell to a customer?'. At the bottom of the modal are 'Add' and 'Cancel' buttons. Below the modal, a 'DEFAULT' tab is visible, followed by a section titled 'Relevant offers' with the text 'Did the salesman offer additional products or services when appropriate and relevant to the customer's needs?' and another 'DEFAULT' tab.

4. AI SMART NOTES FOR CONTENT ANALYSIS AND KEY TAKEAWAYS

SalesLens offers AI Smart Notes that provide ready-made content analysis for every conversation in real time. These smart content analyses offer summaries of conversations, highlighting important details and key takeaways.

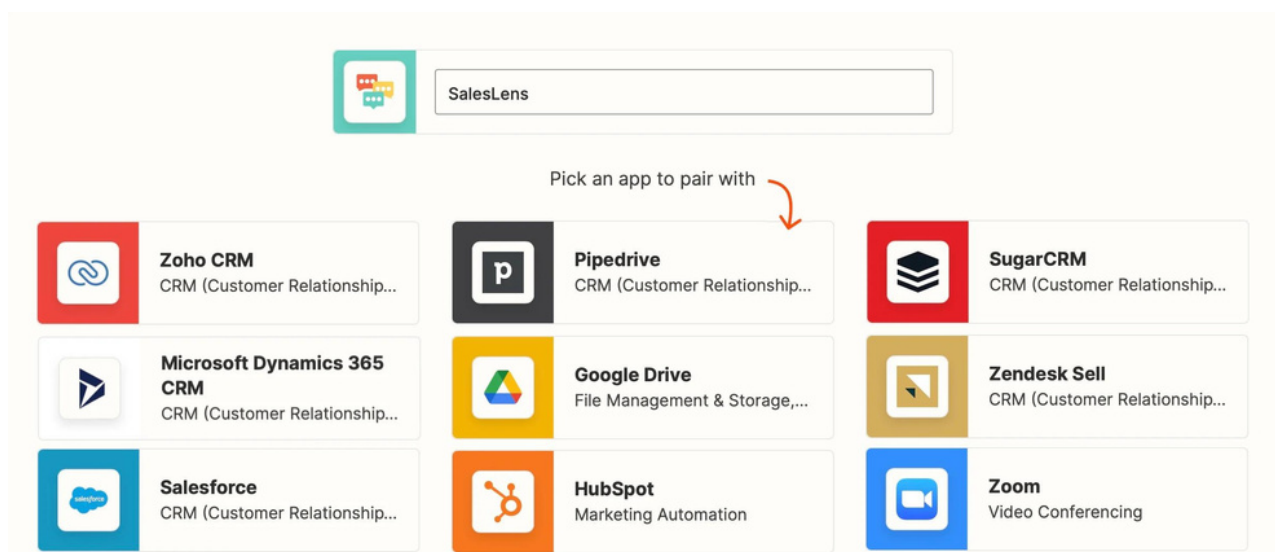
AI also identifies potential opportunities, recommends next steps, and even generates follow-up templates, making it easier to engage with customers and prospects after each call.

The screenshot displays the SalesLens web application interface. At the top, the SalesLens logo is on the left, a search bar is in the center, and a green badge indicates '65 / 100 reports' on the right. Below the header, the main content area is titled '2067 Architecture-Firm.mp3' with a timestamp '26/07/2023 13:45' and user information 'by Dave Smith, John, + Add contact'. A sidebar on the left contains various icons for navigation. The main content is divided into two panels. The left panel, titled 'Transcription', shows a call transcript with three segments: an agent saying 'This call is now being recorded. Good afternoon, K Design.', a speaker saying 'I'm looking to have plans drawn up for an addition in my house.', and another agent saying 'Oh, okay. Let me have one of our architects return your call. May'. The right panel, titled 'Follow up', shows AI-generated smart notes. It includes a greeting 'Dear John Lowry,', a summary of the call ('Thank you for your interest in our architectural services. Your request for house addition plans has been recorded and an architect from our team will be in contact with you through your provided number.'), a closing statement ('We appreciate your patience and look forward to assisting you with your home improvement project.'), and a signature 'Best, K Design'. At the bottom of the interface, there is a media player with a progress bar and a timestamp '00:00 / 01:04'.

5. API INTEGRATION TO ANALYZE 100% OF CONVERSATIONS

SalesLens seamlessly integrates with various communication channels, including calls, meetings, and chats.


By setting up integration with SalesLens in just a few clicks, you can analyze 100% of conversations, providing you with comprehensive insights into agent performance and customer interactions.








6. PERFORMANCE REPORTS FOR IDENTIFYING TOP PERFORMERS

SalesLens generates real-time statistics that allow you to compare and rate the quality of your agents' conversations.

These performance reports help you identify the best performers and optimize coaching efforts based on data-driven insights. By focusing on relevant coaching strategies, you can boost your team's efficiency and optimize performance.

 [Dashboard](#) [Reports](#) [Stats](#) [Questions](#) 55 / 105 reports [Company LTD](#)

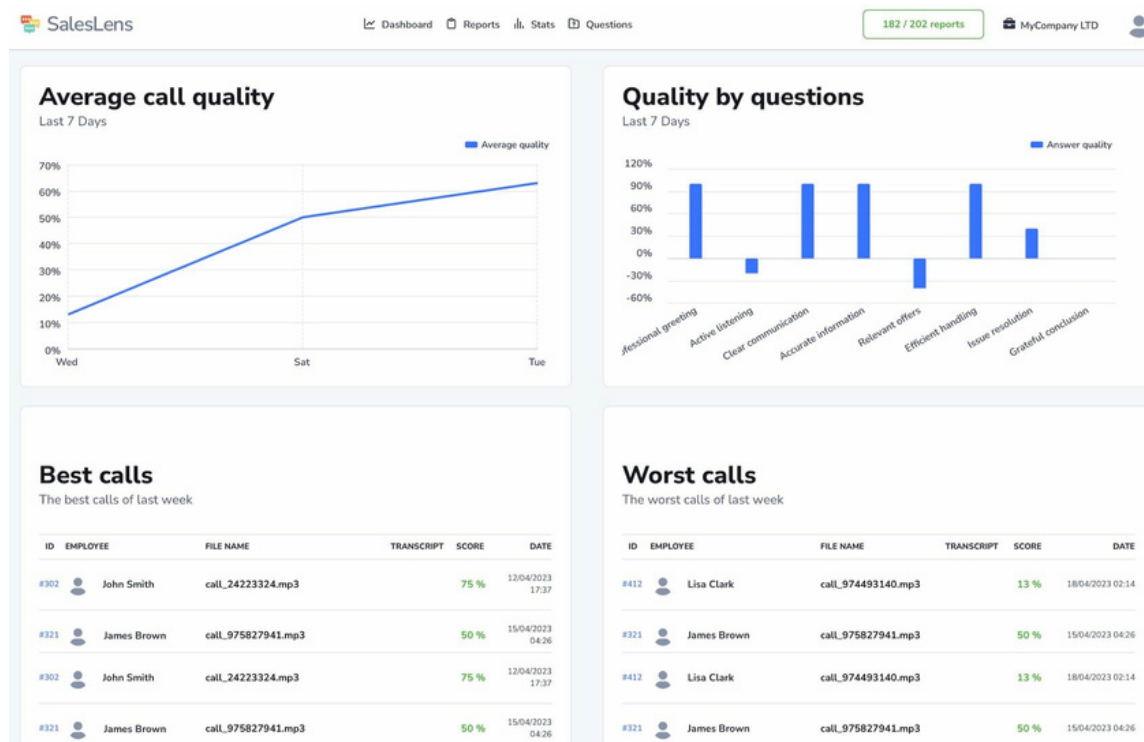
Stats									
Date range			DEMO GROUP						
Employee	COUNT ↕	TOTAL ↕	PURPOSE OF THE CALL ↕	KNOWLEDGE OF THE PRODUCT ↕	ADDRESS OBJECTIONS ↕	ACTIVELY LISTENING ↕	PROFESSIONAL TONE ↕	CLEAR CALL-TO-ACTION (CTA) ↕	APPROPRIATE LENGTH OF THE CALL ↕
 Brown Olivia	4	50 %	100 %	0 %	0 %	25 %	100 %	50 %	75 %
 Johnson Emma	3	10 %	33 %	-33 %	33 %	-67 %	67 %	33 %	0 %
 Kovalsky Anna	4	36 %	25 %	0 %	0 %	75 %	75 %	25 %	50 %
 Martinez William	3	57 %	100 %	33 %	33 %	33 %	100 %	33 %	67 %
 Smith John	8	66 %	100 %	50 %	13 %	50 %	100 %	75 %	75 %
TOTAL: 5									

7. AI COACHING FOR PRECISION TRAINING AND RAPID ONBOARDING

Our AI coaching feature analyzes agent conversations and compares them to the ideal dialogue script from your company playbook.

By providing instant feedback and useful training tips, AI coaching ensures precision training and unlocks the potential of call center agents.

With this rapid coaching approach, you can streamline agent onboarding and significantly enhance call center productivity.



CONCLUSION

AI-powered call analytics holds immense potential for improving call center efficiency and driving better customer experiences.

With SalesLens, you can benefit from lightning-fast AI analysis, real-time coaching tips, personalized scoring, and detailed performance reports.

By mastering call analytics with AI, you can optimize agent performance, drive sales growth, and enhance overall call center operations.

Start your free trial today at **www.saleslens.io** and unlock the power of AI for your call center.

