## Callmner

CallMiner Eureka

## Analyze 100% of your Customer Interactions Automatically with CallMiner Eureka.

CallMiner Eureka is the leading solution to improve contact center and enterprise performance through conversational analytics. It immediately reveals insights from automated analysis of communications between you and your customers across multiple channels – including phone, email, chat, social and more.

Settings | Help - Search

α

Search: Time frame: Last 7 days Attributes ¥ 📕 🕈 🍈 🖛 baggage Categories \$ Filters: My Categories 100 % 93 % Calls Only
Customer Service ore Options ¥ 27 % 7 % My Agents Suggestions: baggage: bags, luggage, cases 93 % Behavior Agent Ownership Hold Language 67 % 33 % More Suggestions. 27 % Dissatisfaction 27 % 13 % 13 % Payment Language Compliments View: Search Results Results: 1-10 of 15, 1 2 Next Empathy Churn Escalation 7 % 7 % 😵 Expor Sort by: Confidence - 📝 First Contact Unreso. 7 % 7 % 0 % 0 % Politeness 987, none, 11/5/2012 6:59:00 PM, Clarissa Dalloway, 10m20s, [more] Repeat Contact
Sales Language [Customer Service] [Longest Interactions] [Agent Ownership] [Baggage] [Baggage] ...says ski equipment an water skis are accepted as normal baggage. Why is it different for wakeboards? I don't set the... [Baggage] Transfer Language Understandability Is... 0 % 0 % water skis are accepted as normal [Baggage] [Baggage] [Baggage] Competitor 0 % 0 % 0 % 0 % 0 % 0 % 0 % America West American Airlines 📞 897, none, 11/8/2012 2:52:00 PM, Philbert Rothwell, 1m32s, [more] 📋 American Eagle [Calls Only] [Call Opening - Greeting] [Call Opening - Greeting] [Baggage] ...borders is release the ah and once i got a baggage claim it's seeing that there is extra using both... [Agent Ownership] [Hold Language] [Hold Delta Northwest got a bagg Language] United 7 % 7 % 0 % 0 % Product 📞 895, none, 11/8/2012 2:15:00 PM, Mike McDaniel, 1m44s, [more] 📋 Hotel Reservations [Calls Only] [Call Opening - Greeting] [Baggage] ...didn't mention one word about the the the baggage season i was gonna get charged up for my trip... [Churn] [Dissatisfaction] [Baggage] ...have might take a look yeah this is our policy baggage how many bags did you have sir i had a total of five... [Baggage] [Reservations] [Baggage] ...you know my reservation there wasn't anything that said baggage limit well so these are issues with Car Rental Frequent Flyer Reason 100 % Baggage Reservations Flight Status 100 % 33 % 0 % 📞 805, none, 11/7/2012 10:08:00 AM, Aureliano Buendia, 4m1s, [more] 📋 Missed Flight 0 % Baggage policies difficult to find on website (Expedia.com) Refunds 0 % [Calls Only] [Call Opening - Greeting] [Call Opening - Greeting] [Baggage] [Baggage] [Silence (5s)] [Silen (5s)] [Agent Ownership] [Baggage] ...which will bring up baggage information okay yeah... [Agent Owners Measures ¥ on okay yeah... [Agent Ownership] Advanced ¥

Eureka transforms performance management for the largest global enterprises and for smaller contact centers by:

- Capturing customer conversations and associated metadata from any source and across multiple contact center sites and locations.
- Converting customer interactions into a consistent format for analysis.
- Allowing for free form search to find and playback contacts containing specific words and phrases or sharing other characteristics.
- Determining root cause through automatic topic analysis.

email: sales@callminer.com web: www.callminer.com call: (781) 547-5666

- 4	
	f

in

linkedin.com/company/CallMiner

facebook.com/CallMinerInc

twitter.com/CallMiner

