



Speech Analytics & Auto QA

Scalable Speech Analytics Delivers Operational Intelligence

Xima's AI-powered Speech Analytics transforms every call into actionable insight, enhancing customer experience, boosting agent engagement, and driving contact center productivity. Review 100% of calls, surface sentiment and trends, and uncover the drivers behind customer satisfaction and agent performance.

How Our Contact Center Speech Analytics Software Works

Xima's Speech Analytics transforms customer conversations into structured data through a streamlined five-step process:

Acquisition

Audio interactions are captured via Xima CCaaS.

Transcription & Acoustics

AI transcribes speech and evaluates sentiment, identifying whether conversations and turns are positive, neutral, or negative.

Classification

Machine learning interprets words, phrases, and acoustics to determine context and intent.

Scoring

Rules and AI convert unstructured speech into structured, searchable intelligence.

Analysis

Data is reported in Xima real-time wallboards, historical reports and Cradle to Grave, uncovering insights into agent behavior and customer needs.



Key Features of Our Speech Analytics Software

Unified Interaction View

View transcripts, sentiment, topics, and summaries—all on one screen for rapid insight.

Highly Accurate AI Transcription

Over 90% comprehension accuracy across 100% of recorded calls, delivering full visibility without manual review.

Sentiment that Tells the Whole Story

Analyze tone across the entire call and track the final 15% separately to understand how each interaction truly ends.

Improve Efficiency

Identify and address operational bottlenecks to reduce handle time.

Boost Customer Experience

Proactively coach agents and resolve concerns by identifying negative sentiment early.

Intelligent Summaries & Auto-Categorization

Each call is summarized and tagged with relevant topics and disposition codes for easy trend tracking.

Automated Quality Management

Automation Scoring

Automatically score agent performance and call adherence using AI-driven benchmarks.

Quality Management

Review every interaction quickly without listening to full recordings. Let AI surface what matters.

Process Adherence

Confirm compliance and reduce risk of fines by monitoring key process and policy metrics.

Transcription & Sentiment Analysis

Unlock deep insights by analyzing every customer interaction with no manual effort required.

Feedback

Provide feedback to AI to help narrow the focus on the call scoring to align with your experience.



Accuracy You Can Trust

AI-powered speech analytics regularly achieves over 90% comprehension accuracy, with continual improvements in understanding diverse accents, audio quality, and background noise.



Built-in Reporting. Built the Xima Way.

Robust, customizable reports help you monitor sentiment trends, topic frequency, and agent performance over time. Drill into details or view high-level patterns with your data, your way.

Xima Auto QA – Key Benefits & ROI

Automates tedious QA scoring, reducing manual evaluation time by up to 80%

Evaluates 100% of interactions, not just the small sample supervisors can manually review

Delivers consistent, unbiased scoring across all agents, improving fairness and performance clarity

Improves compliance adherence by detecting script deviations or missing required disclosures

Identifies coaching opportunities automatically, helping leaders focus on targeted, high-impact development

Lowers operational costs by reducing the need for large QA teams and manual review hours

Shortens agent ramp-up times with real-time feedback and clear visibility into performance gaps

Enhances customer experience through higher service quality and faster correction of issues



Xima Speech Analytics – Key Benefits & ROI

Uncovers customer sentiment trends to highlight issues before they escalate

Improves agent effectiveness by highlighting behavioral patterns tied to customer satisfaction

Reveals root causes of negative interactions, repeat calls, and customer churn

Boosts revenue opportunities by identifying upsell, cross-sell, or customer intent signals

Automatically categorizes and surfaces insights from large volumes of voice and text interactions

Strengthens compliance by flagging risky language or missed regulatory statements

Drives product and process improvements with data-backed insights

Reduces operational costs by cutting AHT, repeat contacts, and escalations with insight-driven optimization

Detects emerging topics, enabling proactive decision-making and better resource planning



Combined ROI Impact

When you leverage both Xima Speech Analytics and Auto QA together, you unlock transformative results:

Higher CSAT & NPS of negative interactions, repeat calls, and customer churn

Improved retention of both customers and agents due to clearer expectations and coaching

Lower workforce costs with automation replacing manual, low-value QA tasks

Stronger compliance posture, reducing risk and associated costs

Faster decision-making with live data instead of anecdotal or sampled feedback

Greater operational efficiency, allowing leaders to manage by exception and focus on strategic improvements

Protect sensitive data. Improve sales outcomes. Strengthen training. Stay compliant.

With Xima Speech Analytics, every conversation becomes a strategic advantage.



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