UNLOCK THE POTENTIAL OF YOUR CALL RECORDINGS WITH OUR ACCURATE & COST-EFFECTIVE SPEECH ANALYTICS

The **value leader** in speech analytics and audio mining, Yactraq empowers Call Centers to take full control of their business with machine learning driven insights extracted from any call recording.

What We Do

Yactraq delivers omnichannel business intelligence with a next generation speech based semantic computing platform at 40X cost & speed efficiencies over legacy solutions. We currently support English (North America, UK), Spanish, French, and Portuguese, with more accents and languages targeted for 2019.

Omnitraq, our configurable business intelligence platform, provides high-impact business insights through our award-winning and patented technology from call recordings to deliver effective & high ROI speech analytics to call centers.

Omnitraq employs a versatile infrastructure and machine learning techniques to build speech vocabularies that are customized to a call center's specific needs, can consist of a handful to tens of thousands of words, and can be built in a matter of weeks at industry leading affordability.

Omnitraq can pay for itself in less than 60 days, and our customers have seen 400% productivity gains for their quality analysts, who can now hyper-target which calls to audit, rather than using a random (and inefficient) approach.

Businesses with call operations are sitting on top of a treasure trove of data that can provide both operational and strategic benefits, yet the vast majority of this data is dark due to the lack of affordable, accurate, and scalable speech analytics solutions. With Omnitraq, we can provide high impact solutions for call operations by indexing every minute of every call across multiple use cases, and at a speed, cost, and scale that is *unprecedented in the industry*.

83%
OF U.S. CONSUMERS

prefer dealing with human beings rather than digital channels to solve customer service issues

Source: Accenture

7
OUT OF 10 COMPANIES

believe that speech analytics can lead to improved customer experience; more than half think that its deployment can lead to revenue enhancement

Source: Opus

$ 1.6 TRILLION

the estimated cost of customers switching due to poor services in the U.S.; customers demand more human interaction

Source: Accenture

By utilizing our advanced technology to generate customized speech vocabularies that are configurable to a client's specific business and needs, Yactraq provides a suite of call operations solutions that offer a high ROI, have big data applications, and can shine a comprehensive light on highly valuable dark data. Our omnichannel solution can be deployed for any recorded calls, both inbound and outbound, and includes the ability to index document, text, and chat data. Omnitraq provides the means for call centers to significantly increase the performance of their operations and the value they can bring to a business. Additionally, Omnitraq can help companies to manage and project their brand identity through their Call Operations, turning what is traditionally a cost center into a valuable marketing support platform.

Example Use Cases

AGENT PERFORMANCE EVALUATION

SALES ANALYTICS

CALL OPERATIONS MANAGEMENT
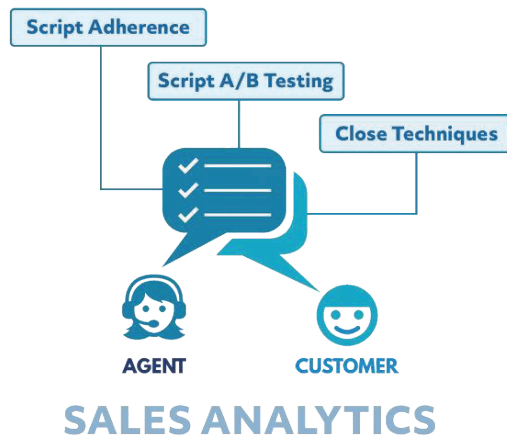
Contact us today for a free trial at bizdev@yactraq.com and visit www.yactraq.com for more information.