

Speech Analytics Solutions for Travel & Hospitality



Customer service is what sets successful travel & hospitality companies apart. Providing an excellent customer experience is essential in this era where competition and lost business are always just a click away. Speech analytics helps you identify and apply best practices, makes your agents more prepared and productive, and delivers a superior customer experience that is consistent across all channels.

Reservation agents, customer service representatives and other staff need to be ready with the right information when contacting and being contacted by customers, and they also need to be keenly aware of opportunities to offer additional services. Employee training and adherence to best practices matter in these situations. Interaction analytics can provide the digital edge to make your people more prepared and productive.

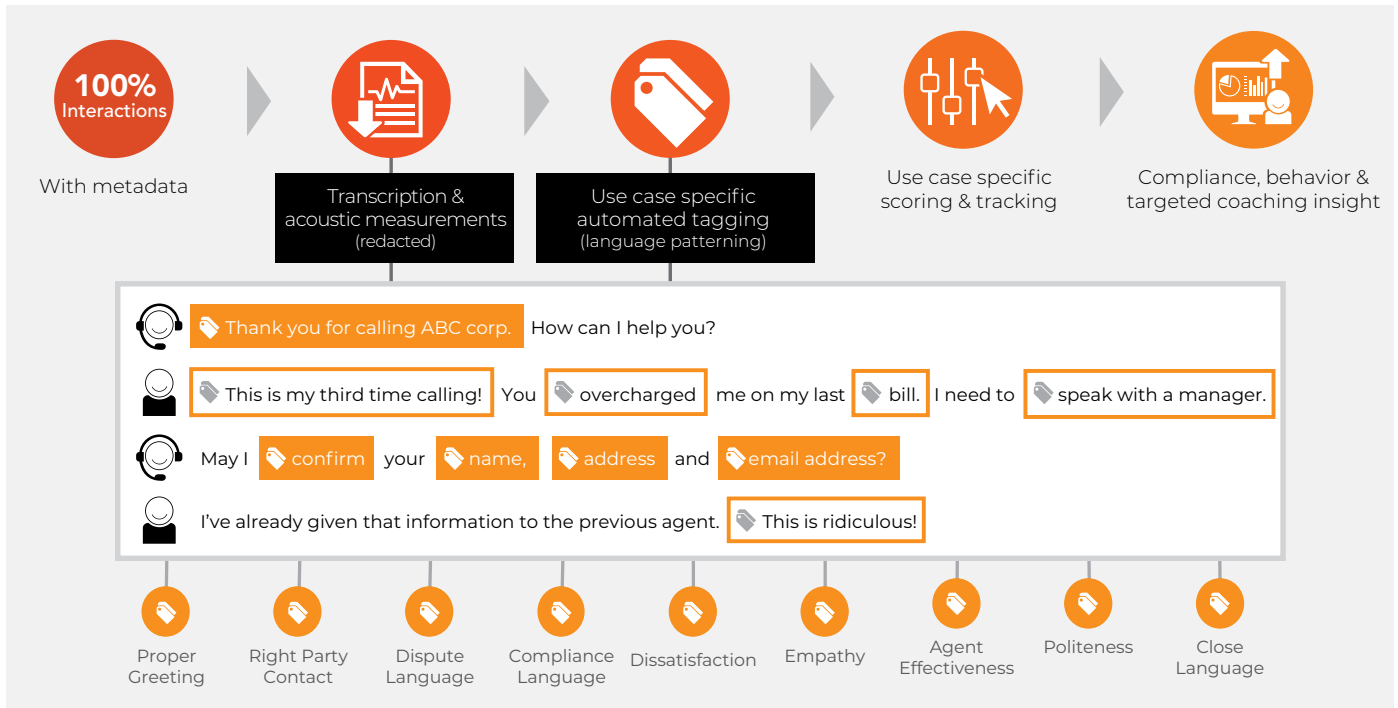
Alvaria Engagement Analytics automatically monitors, analyzes and scores 100 percent of customer interactions – whether they are calls, chats, email or social media. By monitoring and analyzing structured and unstructured data, Alvaria Engagement Analytics can identify the most common customer inquiries and inform best practices for both inbound and outbound calls so information and communication can be delivered more effectively. Upgrade offers and other information can be delivered using the language and sequence that have been proven to be most effective for the situation.

Improve Agent Performance, Efficiency and CX

Automating quality assurance with speech analytics produces sustainable cost savings by making agents and supervisors more productive. It can identify excessive silence on calls and help train agents to prevent it by providing insight into the root cause.

That reduces average handle time, which increases productivity and customer satisfaction. Coaching and real-time prompts help agents follow best practices, which boosts first-call resolution rates.

How Speech Analytics Works



Customers have reported reduced agent onboarding time and reduced churn because of the way the system supports improved agent training.

“Solving our customers’ needs quickly and on the first contact not only reduces costs but is the major contributor to our customers’ satisfaction with our contact center.”

**- Manager, Reporting and Business Analytics,
Major Vacation Club Management Company**

Use analytics to anticipate what your customers want and to give it to them with as little friction as possible. Speech analytics users have reduced their customer effort levels by an average of 91 percent and improved customer retention by 13 percent, an independent study found.

Alvaria Engagement Analytics not only monitors the language used in customer contacts but also the context and sentiment. It can detect agitation and suggest a course of action to prevent escalation and lead to a resolution that makes the customer happy. Those in-depth insights can help prevent cancellations and other negative outcomes that could hurt your reputation and revenue.

A large timeshare and vacation club management company improved its customer satisfaction scores by 26 percent after rolling out speech analytics at its contact center. The company also documented a 19 percent increase in agent quality scores and a 13 percent increase in best-practice calls. These improvements led to a 48 percent increase in collections, which turned contact center operations from a cost center to a profit center and produced full return-on-investment (ROI) in just one year.

Tracking Compliance Across Every Interaction



Mitigate Compliance Risk

Alvaria Engagement Analytics tracks every call for Mini Miranda language, Right Party Contact language, Telephone Consumer Protection Act (TCPA) violations, abusive language from either party, and other risky activity. It can be configured to monitor for many conditions and specific requirements.

By automating the recording, analysis and indexing processes, organizations get the documentation they need to resolve disputes and satisfy auditors – without having to spend time listening to and transcribing call recordings. Customer interaction analytics can even help TCPA compliance by identifying recycled phone numbers.

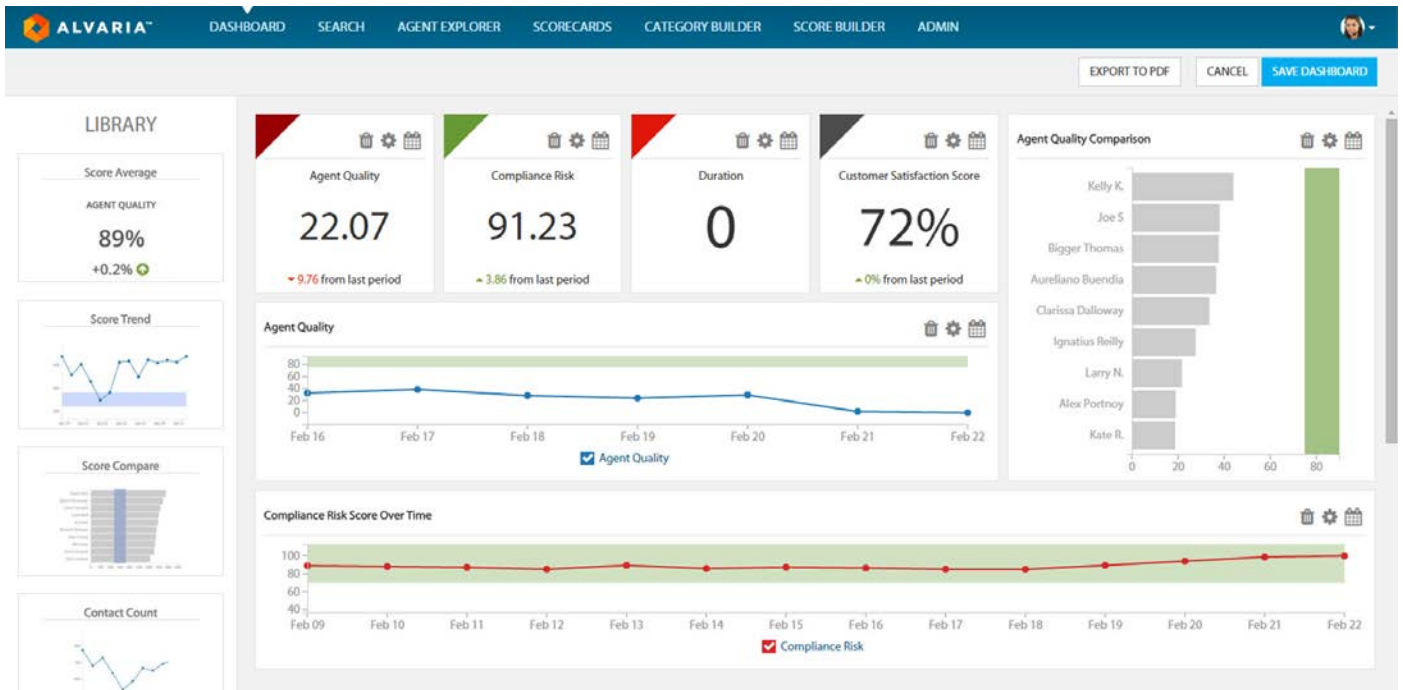
Increase Sales

Alvaria Engagement Analytics helps travel and hospitality businesses improve customer

acquisition and retention, whether agents are taking inbound calls or making outbound calls. By monitoring 100% of the conversations and automatically and objectively scoring against sales effectiveness KPIs, it becomes easy to identify the skills of top-performers. Some of these important skills include an agent's ability to handle objections, probe for need, create a sense of urgency, upsell and cross-sell and close the sale.

Once top-performers have been identified and their successful dialogue is analyzed, these skills can be used to train and coach other agents. Automated scorecards also ensure continuous improvement as supervisors and agents can view individualized dashboards to chart progress.

In addition, Alvaria Engagement Analytics analyzes the customer side of the conversation and provides insight into customer preferences and frustrations. New information is often revealed on competitors, including special offers.



Alvaria Engagement Analytics also analyzes sentiment by monitoring the amount of physical stress in the voice, changes in stress and rate of speech. Coupled with specific agitation language it is possible to gain insight into customer attitudes on services, products, campaigns for a unified view of the full customer journey.

“We see speech analytics as a valued extension to our coaching team by providing data that supports positive agent behaviors. Having all this data makes coaching much easier.”

- *Manager, Reporting and Business Analytics, Major Vacation Club Management Company*

About Alvaria

Alvaria is the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM) solutions. Our name is derived from Latin for “hives” – nature’s perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™. For more information, please visit www.alvaria.com. Follow Alvaria on Twitter at [@Alvaria_Inc](https://twitter.com/Alvaria_Inc). #ReshapingCX

