

# INTERMEDIA CONTACT CENTER: AI Agent Evaluator Customer FAQs

## 1. What is Intermedia Contact Center's AI Agent Evaluator and what enhancements have been introduced?

Intermedia's Contact Center AI Agent Evaluator, an agent (frontline user) performance and coaching tool, is now equipped with additional AI-powered functionalities aimed at aiding supervisors in more effectively enhancing agent performance. These enhancements expand upon existing AI capabilities by integrating sentiment analysis with specific topics and keywords in voice transcriptions, allowing supervisors to track sentiment changes throughout interactions (e.g., from negative to positive or vice versa). This enables supervisors to swiftly locate instances where topics and keywords were mentioned in transcriptions and gain deeper insights into agent behavior, such as speech duration and pace.

## 2. What specific enhancements are included in the AI Agent Evaluator feature?

**Call Topics:** This function enables supervisors to categorize customer-agent conversations based on specific themes or topics.

**Keywords Finder:** This feature allows supervisors to assign specific tracking keywords. Clicking on each keyword reveals its occurrences within the transcript.

**Color-Coded Sentiment:** Each "Topic" and "Sentence," along with the audio recording, is color-coded to reflect the sentiment conveyed. This visual aid simplifies the interpretation and analysis of the emotional tone within the conversations.

**Talk\Listen Ratio:** Measures the balance between an agent's speaking time and active listening during interactions. It provides percentages of the talk-to-listen ratio during customer interactions (e.g., 80/20, 60/40, 50/50, etc.).

**Words per minute:** Represents an agent's rate of speech. If they're too fast, customers may not understand what an agent is saying. If they talk too slow, it may frustrate the customer and unnecessarily extend the agents average call handle time.

**Overall Sentiment Enhancements:** It quantifies the overall sentiment, indicating if the conversation was positive, negative, or neutral.

**Evolving Sentiment** Analyzing sentiment and detecting emotional shifts enables organizations to adapt their responses, staying responsive to evolving customer needs.

### **3. Why should I care about the AI Agent Evaluator enhancements release?**

The AI Agent Evaluator enhancements release introduces new features tailored to improve agent performance and enhance customer satisfaction. These enhancements provide insights into customer-agent interactions for valuable coaching moments and ultimately contribute to better service delivery and overall performance.

### **4. Does the implementation of the AI Agent Evaluator features come with an additional charge?**

The AI Agent Evaluator feature is provided at no additional charge.

### **5. How can I access these AI Agent Evaluator?**

These latest enhancements will be automatically deployed to Contact Center accounts equipped with the AI Agent Evaluator feature.

### **6. How are topics and keywords identified in conversations?**

Topics and keywords are identified using AI algorithms. The AI Agent Evaluator analyzes the conversation content and extracts relevant topics and keywords based on frequency and relevance.

### **7. How are keywords defined and tracked by supervisors?**

Supervisors can define specific keywords to track within conversations. The AI Agent Evaluator then searches for these exact keywords within the transcript content.

### **8. What happens when I click on a topic or keyword?**

Clicking on a topic or keyword triggers a search within the transcript content, highlighting the occurrences of the selected keyword or topic within the conversation.

### **9. How is sentiment represented in the evaluation interface?**

Sentiment analysis is color-coded for each topic, sentence, and audio recording to indicate the emotional tone expressed. This visual cue aids in interpreting and analyzing the conversation's overall sentiment for tracking and monitoring purposes.

### **10. What agent performance indicators are provided?**

Basic agent performance indicators include Talk/Listen Ratio, which indicates the balance between speaking and listening, and Words Per Minute, a measure of speech speed or reading rate.

### **11. What does the overall sentiment represent?**

The overall sentiment provides a quantitative measure of the emotional tone expressed throughout the entire interaction, indicating whether it was predominantly positive, negative, or neutral. Supervisors can hover over the icon to see a percentage breakdown of the conversation to identify specific areas of concern or areas of success, allowing for agent-targeted feedback and improvement strategies.

QUESTIONS? CONTACT US TODAY!