

Loris



LORIS VOICE

Expand your QA and  
CX insight coverage to  
all your channels

While digital offerings like chat and email offer convenience to customers, voice is still a critical customer service channel for most businesses. But extracting customer intent and agent performance signals is vastly more difficult in voice interactions than for digital channels. Analysts often resort to listening to entire calls to understand customer needs and how well the agent satisfied them. This takes a massive amount of time and limits both the number of interactions that are assessed, as well as overarching insights across all voice interactions.

# How Loris Voice can help

Loris Voice reveals the same deep customer insights in voice calls that our platform surfaces through digital channels. Loris analyzes all voice interactions – providing full transparency across all of your customer interactions and highlighting meaningful conversations for QA review. Automated call transcription and voice analytics create significant time savings, eliminating the need to listen to entire calls to understand customer intent or agent performance.



## Gain insights from your customer calls

Analyze all voice interactions to surface recurring issues and points of friction in your customer experience. Combine insights from voice and digital channels for a holistic view of customer interactions.



## Lower the cost of analysis and QA

Conduct more reviews of voice interactions without having to listen to entire phone calls. Pinpoint issues using the Loris Sentiment Graph to focus QA analysts on the most relevant part of the call.



## Improve agent performance and consistency

Automate voice interaction selection using high-quality transcription and AI to find the calls most valuable to your business. Eliminate manually searching for calls to review while standardizing QA across all your channels.

## Loris Voice Pro provides deep insights into voice interactions and agent performance

Conversation 570000000012

Agent: Brooklyn Simmons  
Client: Julia Miles  
Channel: Voice  
CQ: ★★★★★  
CSAT: Positive  
Talk time: 100s  
Consultation: 20s  
On-hold: 10s  
Wrap-up: 12s  
[View in CRM](#)

**Sentiment Graph**

**Why Review?**  
Threat to post a bad review Compliment

14 Apr 2023

02:23:17 PM: Hi, I have a concern about my delivery.

02:25:24 PM: Hi, could you please try to describe the issue in details

02:23:46 PM: It's 7 days late already

02:24:10 PM: Please, help me to understand the matter

02:23:59 PM: My package was supposed to arrive yesterday, but it hasn't arrived yet, and the tracking information isn't clear.

02:25:24 PM: I'm sorry to hear that, let me check it in the system and get back to you.

**Performance assessment**  
Communication Skills · 2/3

- Greet the user with their personal name
- Match tone and use empathy to create good conversational flow
  - Agree
  - Neither Agree nor Disagree
  - Disagree
  - N/A

Specifics: Matching the tone

Optional: Comment

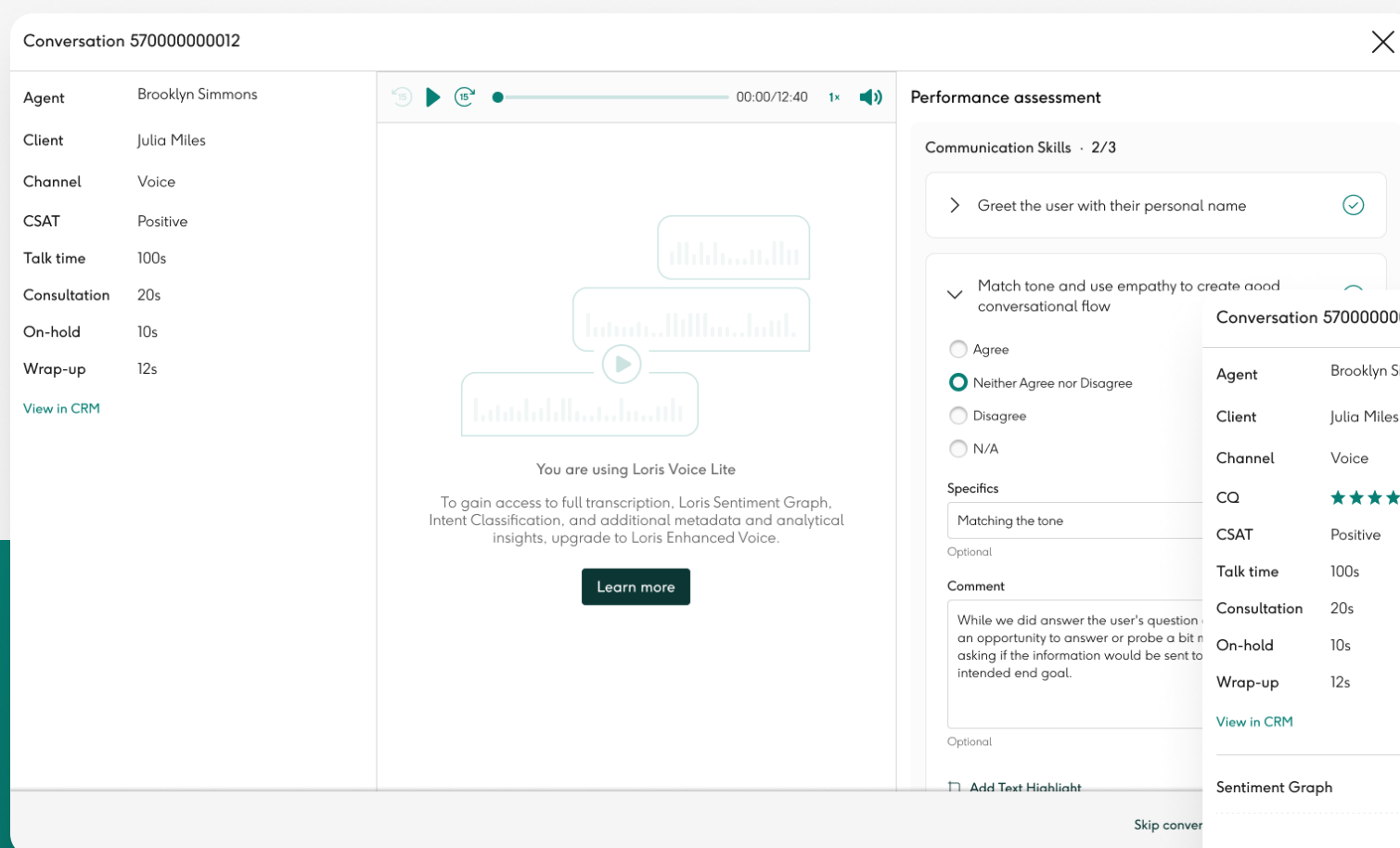
While we did answer the user's question directly here, there was an opportunity to answer or probe a bit more. If the user was asking if the information would be sent to Lowe's, it's likely their intended end goal.

Optional: Add Text Highlight

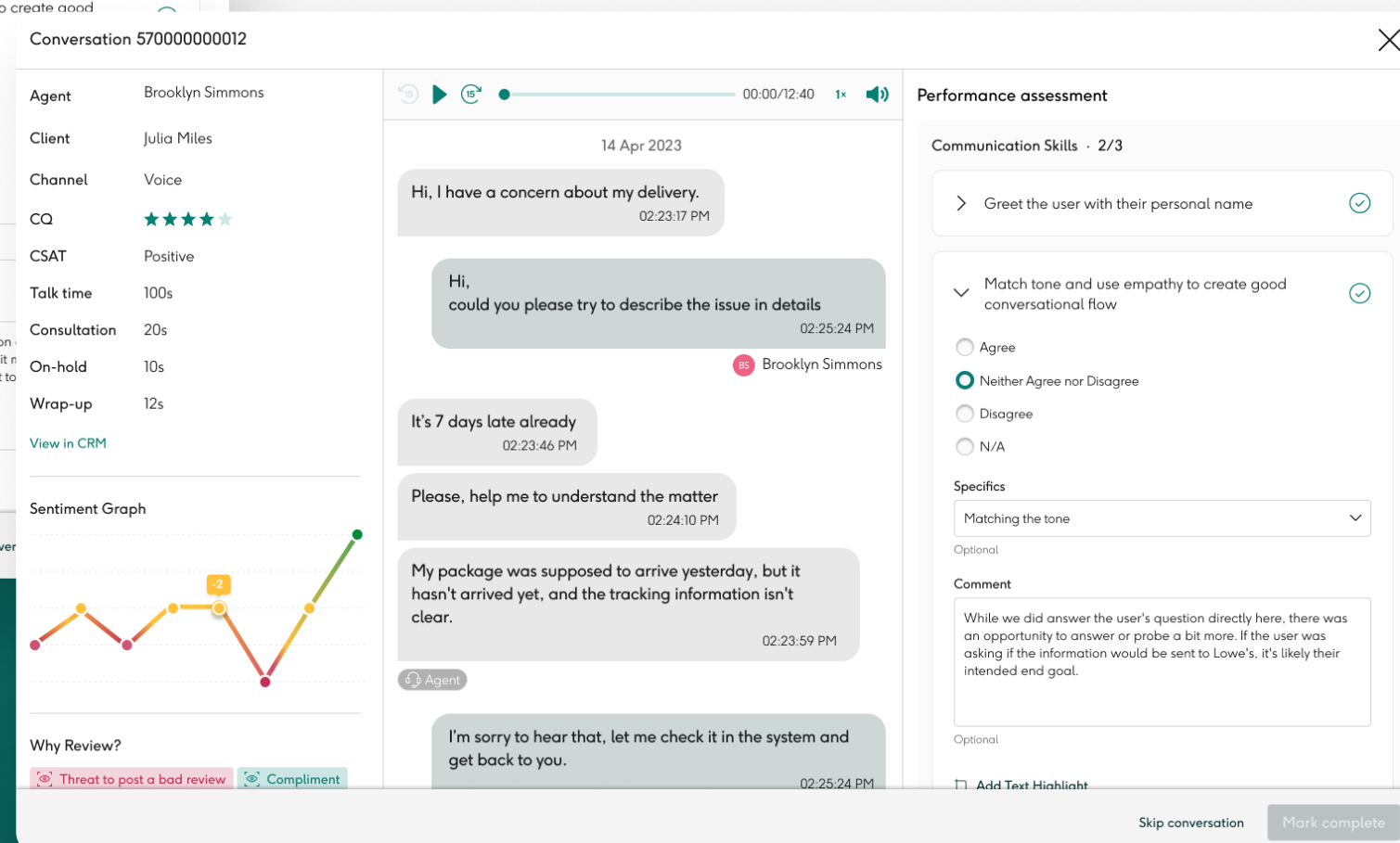
Skip conversation Finalize review

# Loris Voice Packages

|  | Voice Lite | Voice Pro |
|--|------------|-----------|
| Integration with voice channel provider  | ✓          | ✓         |
| In-app call player   | ✓          | ✓         |
| Automated call transcription <ul style="list-style-type: none"> <li>• Speaker diarization</li> <li>• Voice-to-text transcription synchronization</li> </ul>  |            | ✓         |
| Voice channel interaction analytics <ul style="list-style-type: none"> <li>• Agent efficiency metrics</li> <li>• Conversational Quality (CQ) score</li> <li>• Sentiment Graph</li> <li>• Contact Drivers</li> <li>• Reasons to Review</li> </ul> |            | ✓         |



**Voice Lite** brings all your voice interactions into Loris.



**Voice Pro** provides agent performance and customer interaction analytics - streamlining your QA process while unlocking deep CX insights.

# About Loris

Loris enables organizations to find and fix the most relevant problems in CX efficiently, through an optimal balance between humans and Natural Language AI. Learn more at [loris.ai](https://loris.ai).