



LiquidVoice

BROCHURE

CONTACT CENTRE ANALYTICS WITHOUT THE LIMITATIONS

Unlock actionable insights, automate quality management, and deliver measurable ROI with Liquid Voice's AI-powered analytics.

Not just a tick in a box – a no limits analytics solution that drives performance.

Smarter analytics. Real results.

Immediate ROI

Funded from existing operational budgets as Liquid Voice replaces and retires unnecessary existing costs to build you a foundation for growth quickly. No longer is it expensive systems that get stuck in procurement. This is next-generation contact centre analytics that pays for itself.

Predictable Pricing

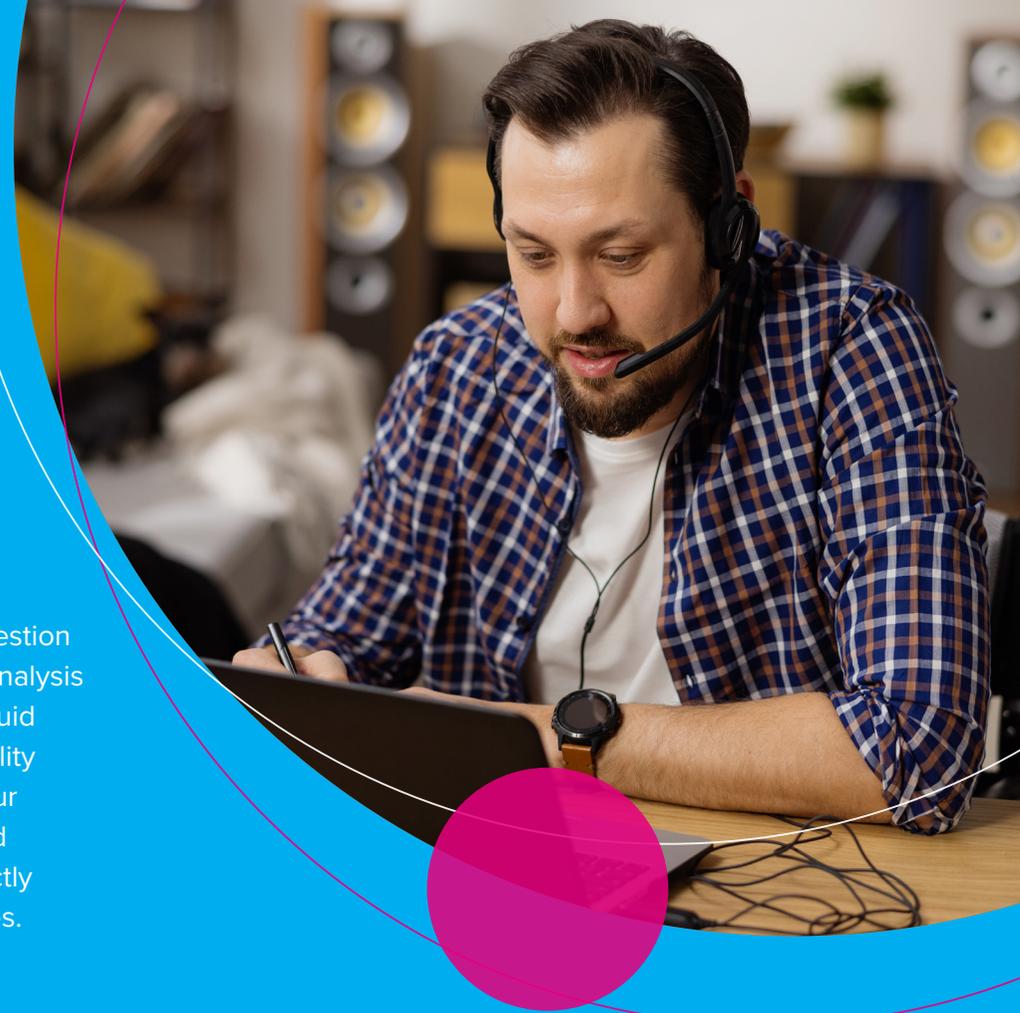
Liquid Voice's contact centre analytics module, LV Analyse, is available for a fixed monthly cost - no tokens, no surprises. Other CCaaS vendors charge based on credits which makes it difficult for you to predict your costs. Skip the surprise with Liquid Voice.

Unlimited Analysis

No caps on call length, form size, or question complexity. While other platforms cap analysis at 45 minutes or restrict criteria, the Liquid Voice platform delivers complete flexibility for contact centres - analysing multi-hour conversations, extensive QM forms, and interaction assessments that draw directly from your unique policies and processes.

Best-of-Breed AI

Liquid Voice is powered by the most advanced and up-to-date AI models – OpenAI. Other vendors are locked into their proprietary technology which lacks speed, investment and capability. This means the system requirements that rely on LLMs fall behind. We're operating using the most advanced OpenAI models which have had approximately \$7 billion spent on training to date.



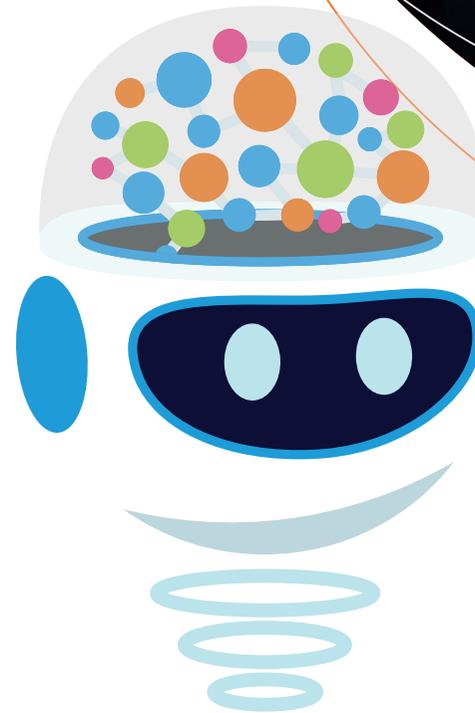
Customisable automated summaries

Many systems offer automated summaries but they're ultimately worthless unless they're actionable.

A basic interpretation of an interaction helps graze the highest level but the real value comes from mining deeper, and quickly surfacing the specifics you need to take action.

It's useful for every organisation - for example, police services automatically extracting a crime reference number as part of an easy-to-view summarisation format. But in our experience, contact centres find it equally as valuable, and more actionable, to customise their post-call summaries in a way that works for them.

From pulling out keywords that connote customer churn inevitability through to a clear view of missed compliance steps, the Liquid Voice platform allows contact centres to completely customise the post-call summary they need.



Beyond dashboards. Insights that drive action.

Unlike native analytics add-ons from other CCaaS vendors, the Liquid Voice platform delivers flexibility and depth without platform lock-in.

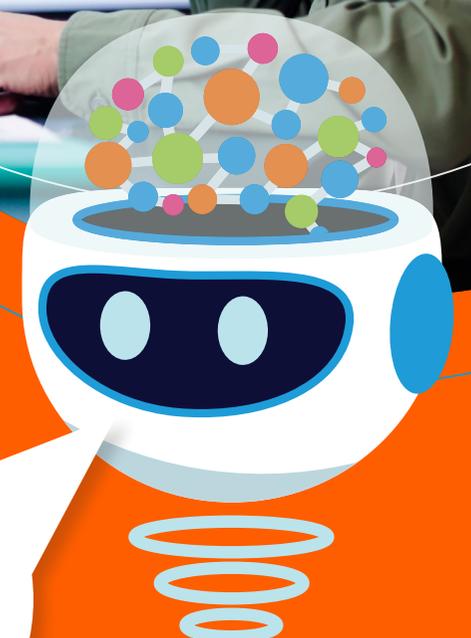
Feature	Liquid Voice's Analytics	Typical CCaaS Analytics
AI engine	Best-in-class	Legacy in-house models
Pricing	Simple, fixed	Token-based, variable
Flexibility	Fully customisable	Fixed, pre-set dashboards
Scalability	Works for any platform	Tied to vendor platform
QM scope	No limits	Hard caps and token-based

Most CCaaS analytics vendors' dashboards give you charts and KPIs that often raise more questions than answers:

- Why did CSAT drop?
- Which compliance failures matter most?
- What's driving repeat calls?
- In what context were my products mentioned?

The Liquid Voice platform goes further by using its natural language AI model, AILSA, to answer those questions directly. Instead of just showing "average handle time," the platform can tell you:

"Agents in Tier 2 are spending **40% longer** on calls due to unclear underwriting scripts. Recommend updating script section 3."



Actionable Recommendations



Policy-Aware Analysis

Liquid Voice's AI-powered LV Evaluate module checks calls against your compliance rules (e.g. financial regulations, underwriting guidelines, GDPR) and flags deviations with context.



Root Cause Detection

The platform identifies patterns behind metrics (e.g. "High AHT linked to product complexity in Region X").



Predictive Insights

Liquid Voice suggests interventions before issues escalate (e.g. "Escalation risk rising for renewal calls - retrain agents on objection handling").

Conversational Query

Instead of fixed dashboards, QMs and team leads can type queries like:

"Show me calls where agents missed upsell opportunities last week."

The LV Evaluate module allows you to generate tailored visualisations and summaries, not just static charts so you can automate the visualisation of your common requirements. Furthermore, you're then able to push these insights straight into your CRM or BI tools in your preferred format like Tableau and PowerBI.



Why Liquid Voice's Contact Centre Analytics

Increase Revenue

- Improve sales conversion rates by identifying effective behaviours and replicating them across agents.
- Increase upsells and cross-sell success by detecting missed opportunities and coaching agents in real time.
- Reduce customer churn by spotting at-risk customers early through sentiment and language analysis.
- Generate marketing insights with better customer needs analysis, trend surfacing, and campaign effectiveness from real conversations.

Enhance Customer Experience (drives retention and referral ROI)

- Turn unstructured interaction audio into searchable, replayable, actionable insights.
- Detect frustration and sentiment trends to intervene early and prevent dissatisfaction and complaints.
- Spot emerging issues before they impact CX by surfacing product or service pain points faster.

Reduce Operating Costs

- Reduce average handle time (AHT) by identifying long calls and uncovering their causes.
- Automate manual tasks like post-call summarisation, tagging, and scoring reduce QA and admin overhead.
- Improve first call resolution (FCR) by analysing repeat call drivers and improving scripts and processes to reduce repeat callers.
- Optimise workforce efficiency by measuring agent performance objectively and focusing coaching where it matters most.
- Identify systemic issues by finding recurring process or product faults that cause repeat contacts.

Reduce Compliance and Reputational Risk

- Ensure regulatory compliance by automatically detecting breaches of financial or privacy regulations.
- Identify and protect vulnerable customers by recognising signals of distress or hardship early.
- Monitor staff wellbeing and stress by detecting burnout or risky behaviour that could lead to compliance breaches or attrition.
- Maintain consistent call quality by automating QA scoring across 100% of interactions to catch issues before escalation.

Analytics Without Limits

Liquid Voice's contact centre analytics truly is analytics without limitations.



Automated Quality Management with policy-aware analysis



Customisable summaries and CRM updates



Drill into visualisations or query the AI directly



Integrates with BI tools like Power BI and Tableau

Ready to see our analytics in action?

Traditional dashboards often leave contact centre managers and QMs guessing what to do next. Liquid Voice's contact centre analytics closes that gap by turning interaction data into a decision engine.

Our team are on hand to show you the power of the platform today.

Click below to book a free demo session.

[Book a demo](#)



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