LV Analyse

The contact centre analytics solution without limitations.

OVERVIEW

LV Analyse transforms raw contact centre interaction data into compliance insights, efficiency improvements, and enhanced customer experience all at a predictable cost. From automated call summarisation and quality management to leveraging the most powerful AI models in the world, LV Analyse delivers an immediate ROI for contact centres looking to embrace modern technology.

WHO IS IT FOR?

This Liquid Voice module is ideal for CCaaS-integrated contact centres requiring flexibility, deep analytics, fixed pricing, and enhanced quality and compliance management. The contact centres who will realise the most value from LV Analyse, are those committed to continuous improvement because a deeper view of performance and compliance unlocks the opportunity to elevate service quality, reduce avoidable costs, refine coaching, and improve quality across every interaction. From detecting trends, sentiment and upsell opportunities through to customising automated quality criteria checks and issue flagging, LV Analyse gives you smarter contact centre analytics without limitations.

HOW DOES LV ANALYSE COMPARE?

Feature	Liquid Voice Analytics	Typical CCaaS Analytics
AI Engine	OpenAI, AILSA	Legacy in-house models
Pricing	Fixed monthly	Token-based
Flexibility	Fully customisable	Fixed dashboards
Scalability	No caps	Vendor-limited
QM Scope	Unlimited	Hard caps

KEY FEATURES

- Conversational Query: Natural language querying with visual summaries.
- Smarter Storage: Structure tagged data into an easily searchable and replayable format.
- Integrations: Outputs to many systems including Tableau, Power BI, and leading CRMs.
- Powerful Transcription: Automate voice-to-text, stress detection, vulnerability alerts.
- Flexible Deployment: Available as cloud, on-prem or hybrid.
- Secure: AES-256/TLS encryption, role-based access, audit logs.
- Cap-Free: No caps on call length, complexity, or forms for quality or compliance checks.

Automated QM
with policy-aware analysis
and 100% coverage

Customisable summaries
and automatic CRM updates
with full integration

Drill down on any call
or query the AI engine directly
with bespoke questions

Automated compliance checks
with no cap on call length,
complexity, or forms

Integrated with BI tools
like Power BI and Tableau for
custom reporting

READY TO DISCOVER ANALYTICS WITHOUT LIMITS?

Liquid Voice's Contact Centre Analytics module provides real-time, uncapped, AI-powered insights that transform interactions into actions with deeper intelligence. Ready to see LV Analyse in action? Book a free demo and explore how the Liquid Voice platform can elevate your performance and compliance.

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