

Liquid Voice

Providing total visibility of all your customer interactions.



Liquid Voice's Single Pane of Glass Dashboard

A perennial problem for contact centre managers is gaining a true understanding of what's happening across their customer channels. This challenge has only increased thanks to the advent of remote working and a plethora of new contact channels, such as social media and live chat. Liquid Voice addresses this issue head on: by bringing together recordings and data from all your text, audio and even video communications channels, under one pane of glass, it enables you to easily replay, analyse and report on all your customer interactions individually or collectively. The dashboard:

- Enables easy search and retrieval of any customer interaction regardless of age, format or platform
- Consolidates all interactions and supporting data into a single "source of truth"
- Enables deep analysis of immediate issues as well as long-term operational trends

Benefitting customers, management, and agents

Using Liquid Voice's dashboard to bring clarity and actionability to your data benefits all stakeholders, inside and outside of the contact centre itself:



Cost reduction

A single consolidated database means not only reduced overheads from server management and energy consumption



Streamlined processes

Business reporting, trend analysis and responses to FoI requests can be actioned and automated, freeing up staff and giving greater confidence in your data outputs



Nurtured supported agents

Monitor agents' performance against expectations across all channels, and spot opportunities to provide support & training before they affect customer satisfaction.



Simplified compliance monitoring and reporting

Toxic data can easily be identified and automatically redacted for GDPR and PCI-DSS and other regulatory requirements. Live monitoring and alerts shortcomings in script-adherence can be swiftly addressed



True omnichannel compatibility

Combining every communication channel, across public-facing and back-office departments, every dataset can be viewed separately or alongside concurrent interactions to build a true 360-degree view of any event or interaction across SMS, email, phone, cctv, operational radio and even body and vehicle cameras.

Liquid Voice SPOG Dashboard: Full Feature Set

 Centralised Data Retrieval all files, all formats, all ages of data ingested from live platforms and legacy databases.	 Multiple Data feeds viewable simultaneously create accurate, multi-faceted timelines.	 Detailed Tagging and metadata capability Authorised users can export data outside of the contact centre.	 Comprehensive Data Trail Track access and changes made to files, user behaviours.
 Secure Access Management Group based controls and individually customisable user profiles mean users gain access to just the content they need.	 Active Directory Integration & SSO Full integration with ADs from AWS, Azure, Google and more, mean easy secure access for your users.	 API Connectivity Easy integration with all your customer-facing channels through APIs, mean calls can be recorded from within Assure, or within existing platforms before ingestion.	 User Support Documentation Full user documentation and training manuals provided at implementation and all major updates.

Want to learn more? Get in touch on **0113 200 2020** or email **Sales@liquidvoice.co.uk**

About Liquid Voice

Liquid Voice helps organisations to deliver a compliant, ethical customer experience.

We do this through exceptional Interaction Recording and Analytics that enables you to inspect every conversation whether they be voice or text- based. We then provide a range of applications that turn these powerful analytics into the insights that drive what is important for your organisation.

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