

SENTIMENT ANALYSIS SUITE AN AI PLATFORM BROUGHT TO YOU BY UNIFIED OFFICE



The Unified Office's Sentiment Analysis Suite TCNIQTM scans your recorded calls and screens them for happiness, exuberance, anger, sadness, and pre-determined keywords to identify customers who need extra care or employees who require more coaching or both. It enables businesses to provide exemplary customer service and saves time not having to manually go through each recorded call.

"This is a service that we have been waiting for, The Unified Office's Sentiment Analysis Suite has created a happy working environment for our staff; rewarding those performing well and supporting those that need extra help through coaching."



To see how we can deliver these results for your business please contact us at (877) 589-3700 we will analyze your needs and provide a solution tailored for your business.

www.unifiedoffice.com

The Benefits...

- Automatically scan thousands of conversations to detect calls for negative or positive customer sentiment.
- No need "to manually review call recordings".
- Create a winning company culture, rewarding superior customer service and coach staff that need extra help.
- Analyze the data and upsell with advanced analytics.
- Access to your data on the go, anytime, any place on any device.

Tried, Tested and the Results...

"The Unified Office's Sentiment Analysis Suite is a great service that we can easily implement, that dramatically increases customer satisfaction, enhances our brand, and is instrumental in coaching our staff and building their skills." - quote from a restaurant customer.