

Supporting employees working remotely

The option to work from home was once seen as a benefit for employees, with flexibility in working arrangements demonstrating a progressive attitude. However, a long and indefinite period of enforced home working can feel unsettling and uncertain for many, especially when combined with long periods of isolation. Customer service employees may be dealing with increased volumes of calls from anxious customers and it is important that these staff are adequately supported. Voice AI technology can help to track the kinds of calls that are being received and provoke discussions with employees in order to understand their needs.



Profile

Alex's customer service team are all working from home due to social distancing measures enforced by the government. This disruption may have a negative impact on staff who are used to working in an office where they can talk to their colleagues easily. Without seeing team members face-to-face every day, Alex is concerned that they may be dealing with anxious customers and that this may negatively impact their own mental health.

Challenges



No face-to-face check-ins with team members



Team members may not feel supported

Solution

M247 call recording solution, powered by Dubber, with added voice AI, allows employers to track the sentiment of their customers. Voice AI rates the sentiment of calls as positive, negative or neutral and can also identify specific emotions such as fear, joy and anger. This helps to gauge how their customers are feeling and take action where necessary to protect their staff

Voice AI can be added to any of our call recording services on a subscription-per-user basis. As well as sentiment analysis a full transcription of a call can be provided by voice AI, opening up the potential for a variety of use cases when reviewing what was said during a call or searching for a conversation by keyword.



Automatically rate each call by sentiment



Identify emotions including fear, joy, and anger

Conclusion

Understanding sentiment allows businesses to better address customer concerns, in turn taking some of the pressure off their employees who are on the front line and may be experiencing their own levels of stress. Sophisticated phone systems are no longer reserved for offices. Our services are designed for modern businesses that operate without limits.

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