

Call Analyser for Xelion

Immediate insights from all your conversations, thanks to AI

Xelion.com

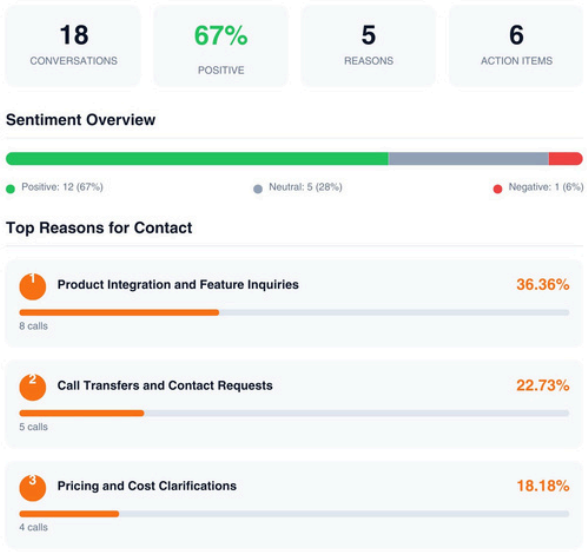
How many opportunities are you missing out on?

Every business knows that customer calls contain valuable information: Why do people call? What's not working properly? Where are the opportunities?
You might listen back to a call now and then, but a full analysis of hundreds of calls? There's simply no time for that, so that information just gets left untouched.

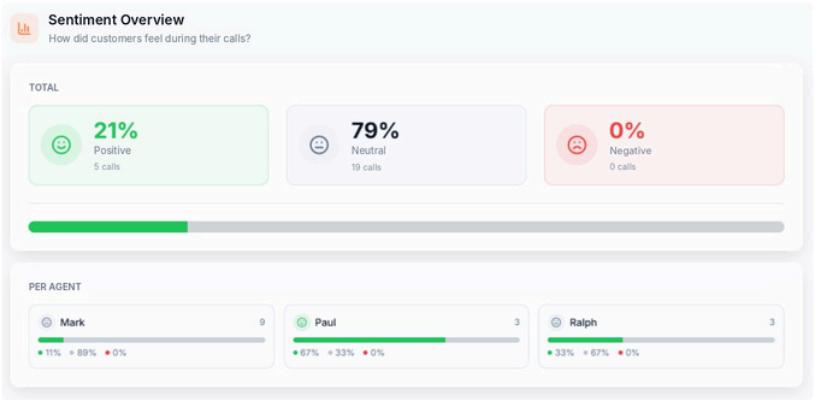
Call Analyser is a Xelion Plus service that changes all that. Simply select a time period and a phoneline, run an analysis, and within a few minutes you'll know exactly what's going on with your organisation's phone calls. No hassle, no implementation process.

What you see

The dashboard shows the five to ten most important reasons for calling. For each reason, you can view the transcripts of the relevant calls to investigate further. The tool also provides up to ten specific recommendations, categorised by priority as high, medium, or low.



Do your callers spend twenty per cent of their time on hold waiting to be put through? Your menu options are probably not set up correctly. Are you receiving a high volume of enquiries on the same topic? Your knowledge base likely needs updating. Call Analyser surfaces these insights. It's up to you to decide what action to take.



As well as the reasons behind the calls, you can see sentiment across all analysed calls, and broken down by employee, something you'd normally only be able to assess by listening in yourself.

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Compare

You can compare analyses side by side across different periods, so you can see straight away what's changing.

More complaints in summer than in spring?
A spike linked to a product launch or seasonal peak?
Instead of relying on assumptions, you simply have the data.



Switch on and ready to go

Call Analyser is up and running in a few minutes.

01
Create a user on the tenant (no licence or number required).

02
Grant that user access to the connection you wish to analyse.

03
Switch on the transcription on that connection.

04
Set transcription to automatic rather than ad hoc.

05
Increase the transcription limit.

From the moment you start, Call Analyser analyses your calls and gives you immediate insight.

It works the same way whether you handle ten calls a week or a thousand. You pay per call analysed, regardless of call duration, and you can run an analysis whenever you like, choosing how many calls to analyse within your selected period.

Want to experience it for yourself?

Curious to find out what's really happening in your customer calls? Request a demo via your Xelion Partner.



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