

Athena AI

Data-led decisions with impactful outcomes

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"Sentiment analysis and Quality Management derive deep levels of insight from our customers and add real value. The core element our clients ask for is insight - and we have that in spades."

Craig Winnard, [Group Commercial Director, Intelling](#)



Athena AI

Keyphrase Analysis

Keyphrase Analysis automatically searches through calls transcripts and interactions to see what customers are mentioning or requesting most - sharing this wisdom within the Connex One reporting suite.

Athena AI also reports on agent performance and highlights which products or services they are discussing, allowing you to improve and streamline your agent training and development.

- Most Common Keyphrases**

Discover which phrases and sentences are used the most during customer interactions.

- Monitor Customer Request Volumes**

See which products and services are most mentioned or requested by customers and create demand insights for your business.

- Agent Frequency**

Monitor how often agents are mentioning key products or offers to customers and see where they are missing sales opportunities.

Keyphrase Analysis
FILTER

Friday 10 Apr 22 - Friday 17 Apr 22

Thank you

Both
40 Counts

Invoice

Agent
37 Counts

Early upgrade

Customer
34 Counts

Black Friday

Agent
30 Counts

Most Occurring Keyphrases

Agent
 Customer
 Both

Keyphrase Length (Characters)

Min: 00 Max: 00

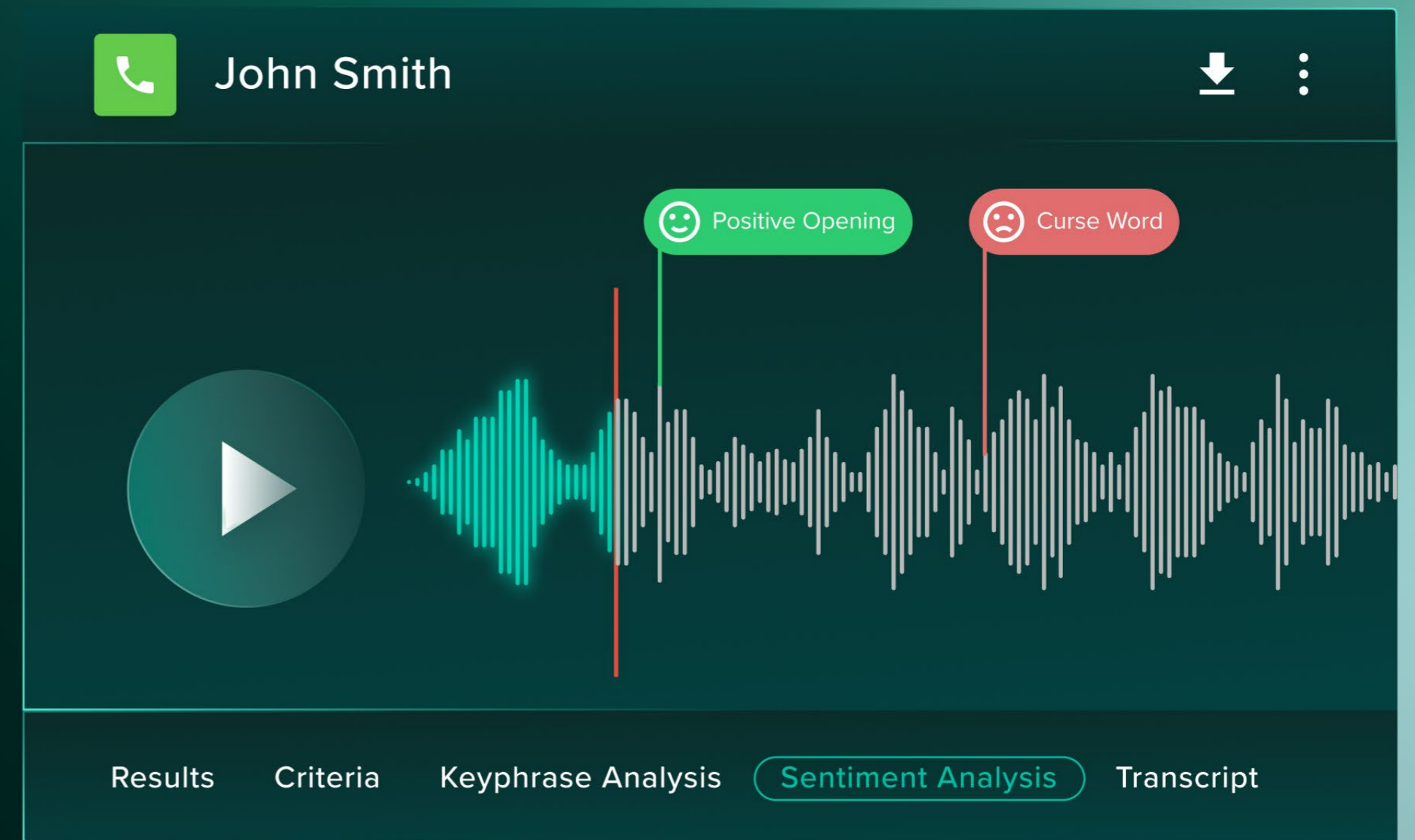
Top Ten Keyphrases

1	Thank You	59%
2	Invoice	50%
3	Early Upgrade	45%
4	Black Friday	40%
5	Plan Cost	38%
6	Tech Help	32%
7	Upgrades	28%
8	Contract	22%

Athena AI

Speech Analysis

- **Positive / Negative Sentiment Analysis**
Easily understand trends in customer conversations to ascertain customer satisfaction
- **Transcription Services**
Save your business time and money with automated transcription for all your calls
- **Keyphrase Analysis**
Increase opportunities to up-sell by targeting how keywords are used
- **Athena ASR (Automatic Speech Recognition)**
Utilize ASR to create speech-enabled IVRs that can be deployed within Flow
- **Automated Customer Satisfaction Surveys**
Truly understand how your customers feel about your business with IVR surveys



Athena AI

Sentiment Analysis

Great customer service hinges on a delicate balance of understanding what your customers want Vs how well equipped your agents are to facilitate it. Now you can understand both with the most comprehensive and intricate sentiment analysis tool on the market.

Ensure every interaction ends on a high note.

- **Monitor customer satisfaction**

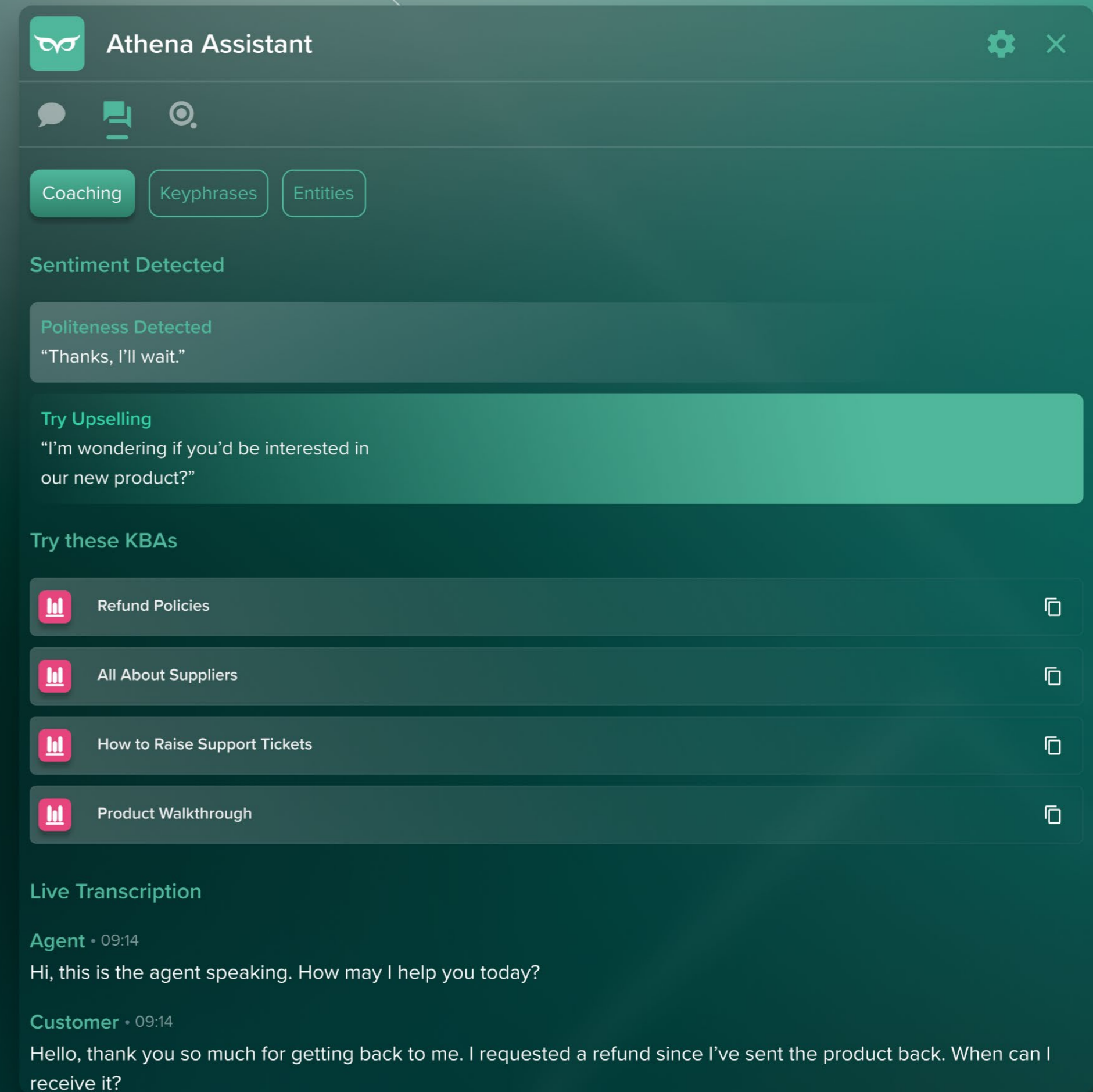
Track customer sentiment and satisfaction levels across all interactions with Athena AI reports.

- **Understand what customer respond to**

Explore call sentiment reports to see which phrases make customers feel positive and what words or sentences provoke a negative response.

- **Score and improve agent performance**

utilize Athena AI sentiment reports to see which agents achieve low customer satisfaction and identify how to improve performance.



Athena AI

Entity Recognition

Auto-Filter your interactions to create actionable insights with Entity Recognition powered by Athena AI. Whether your CX teams are generating sales or handling requests, Entity Recognition can speed up their CX process. Extract data on Products, Brands, Times and Monetary Values. Understand which utterances are most common to identify trends in consumer behavior.

- Entity Search**

Automatically filter and sort all interactions using relevant key phrases mentioned within call transcripts.

- Custom Categories**

Utilize Entity Categories to automatically log, sort and filter mentions of key phrases and create actionable insights for your teams.

- Interaction Grouping**

Transform your entity searches into Interaction Clusters that your business can utilize for data insights and follow up engagement lists.



Athena AI

AI Chat Bot

- **Understand Customer Intent With Machine Learning**

Our system understands customer intent, learns over time and is smart enough to escalate and transfer queries to a human agent.

- **Relieve Staff Of Mundane Tasks**

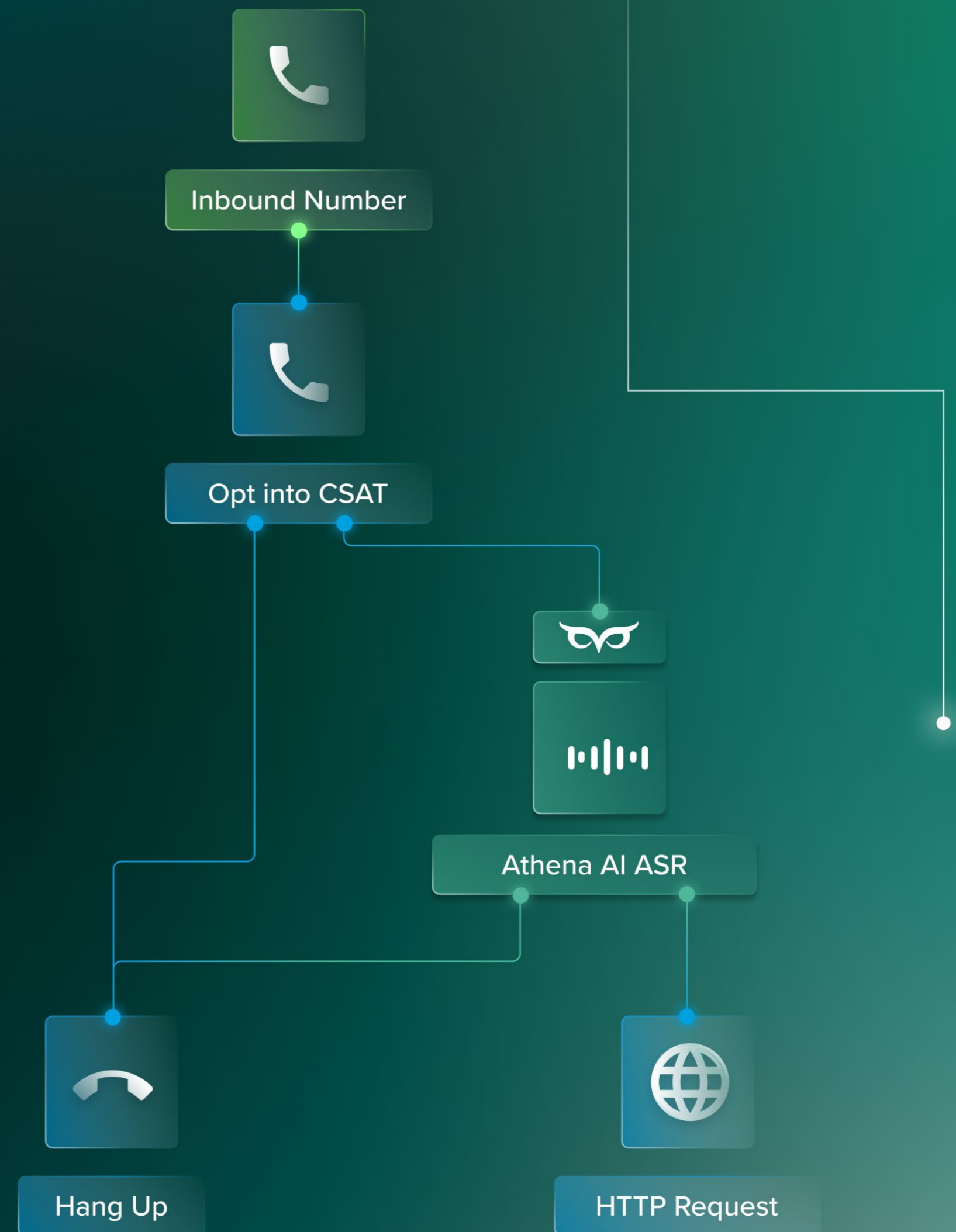
Let AI loose on the common queries so your agents can concentrate on the more more complex interactions.

- **Seamless Integration With Your System**

Pair Athena AI with Connex One Omnichannel to seamlessly transition conversations between chatbots and live agents

- **Collate Information From Various Data Sources**

AI will continuously learn from a variety of data sources; FAQs, email archives, chat transcripts and your own website to ensure you stay current.





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