VeriCall announces new Real Time Speech Analytics Product

Thursday 25 February, 2021

Partners with Vorth Technology Solutions to deliver state-of-the-art service

Feb 25, 2021: VeriCall Ltd announces that it has added a new service to its comprehensive portfolio of Solutions – Real Time Speech Analytics. It will be offering this service to its existing customer base and potential customers from today.

The service is being provided in partnership with Vorth Technology Solutions, a cutting-edge UK company that offers Infosec, Compliance and AI assisted Quality Assurance products via its cloud-based platform to Contact Centre and CX providers alike.

“At VeriCall we are always looking for new innovation and to add services that offer a great technological solution but that also deliver tangible benefits to our clients fast – and our new Real Time Speech Analytics product does exactly that, “said VeriCall CEO Adam Taylor.

“This new service can convert customer conversations into sales and help engender a positive customer experience and, as its fully automated, it delivers insights and analysis easily and incredibly quickly – just 30 seconds after each conversation ends! I have no doubt it will offer companies something that will noticeably improve their customer’s experience across Voice, Chat and Email,” he concluded.

“Vorth Technology Solutions is delighted to have been selected as the AI technology partner to VeriCall. VeriCall’s unique disruptor status in the outsourced sector represents the future for multi-channel contact centre outsourcing.We look forward to working closely with VeriCall in developing world class technology to support a rapidly growing customer base, ” said Managing Director Keith Shanks.

Media:



Related Sectors:

Business & Finance :: Charities & non-profits :: Computing & Telecoms :: Government :: Manufacturing, Engineering & Energy :: Public Sector & Legal :: Transport & Logistics ::

Related Keywords:

Speech Analytics :: CX Service :: AI ::

Scan Me:

Company Contact:

_

Vericall Ltd

T. +44 (0) 0333 030 700
E. adam.taylor@vericallsolutions.com
W. https://vericallsolutions.com

View Online

Additional Assets:
https://vericallsolutions.com/services/speech-analytics#speech-analytics

Newsroom: Visit our Newsroom for all the latest stories:
https://www.vericall.pressat.co.uk