

NEQQO

*Comprehensive Quality Management: Actionable
Insights & Custom Reporting Powered by Expertise
& Technology*





NEQQO synergizes human expertise with advanced speech technology and a robust reporting and analytics platform



1

Evolving from several hundred million completed evaluations over the past 23 years, NEQQO leverages the latest technology coupled with human expertise to deliver data driven business insights that improve client customer care---and we can prove it!

2

NEQQO leverages advanced technologies effectively and strategically. Improving accuracy of AI driven and traditional speech ingestion engines helps, while NEQQO full suite also leverages human expertise to ensure the most accurate output---and the QUALITY of Business Insights output IS the difference!

3

Because NEQQO was designed to be a full suite Quality Management Platform, the reporting recognizes good performance as much as the gaps --- so that agent and team appreciation and learning from positive examples becomes part of the "secret sauce"

4

With a starting investment as low as under 1% of an agent hourly cost, NEQQO gives organizations cost effective service delivery options that ensure a successful Quality program.

5

EVERY customer interaction matters --- NEQQO delivers actional business insights that make a difference!



NEQQO AI Capabilities

Augment insights from 100% interactions through AI Powered Insight Engine:



Auto-QA
on 100% calls



Call Summarization for
coaching efficiency



Agent Coaching
Summarization



Compliance Violation
Detection



CX Drivers
(Sentiment/CSAT)



Call Driver
Insights

Live Agent Assist

Revolutionizing Contact Center efficiency with Real-Time AI

Agent Assist is a system-agnostic, powerful tool designed to enable contact centers to provide better customer service, improve agent productivity, and streamline operations. **Real-time AI support** and **Streamlined post-call processes** prepare agents for customer interactions and reduce handle time while improving accuracy, ultimately leading to increased customer satisfaction.

Future Potential and Impact on Contact Centers

Agent Assist is a **rapidly evolving** technology with a promising future.

Further enhancements could include advanced machine learning algorithms, deeper integrations with contact center platforms, and robust customization options:

- Adopt Advance Technologies (AI, Speech Recognition, and Natural Language Processing)
- Enable Personalize Customer Experience
- Reduce Agent Workload and Create Time for Higher Value Tasks
- Increase Agent and Customer Satisfaction
- Transform Customer Service and Experience
- Improve Overall Reputation of the Organization



Pre Assist

prepares agents for a call by reviewing past interactions and activity notes, highlighting key tags and important details, and providing customizable options for payment arrangements, escalations, and more.



Live Assist

provides real-time AI support during the call, leveraging Co Pilot for seamless interactions, utilizing a dynamic, updatable knowledge base and empowering management teams to make real-time updates.



Post Assist

streamlines post-call processes by providing automated call summaries and note-taking, providing customizable post-call feedback and using AI for call scoring and performance analysis.

Use Case

Leading Global Technology Client with net revenue worth \$53B in 2024

50X ROI: ~\$7.26M Savings Through IVR Optimization and Accurate Transfers

12% Call Duration Spent on IVR: As the call durations went up, time spent with agent increased as compared to the IVR, which indicated that a successful connection would have ensured a high customer retention rate.

31% of calls were misrouted with IVR implementation, **necessitating agent intervention** to direct customers to the appropriate department. The inefficiency results in a per quarter without yielding significant benefits.

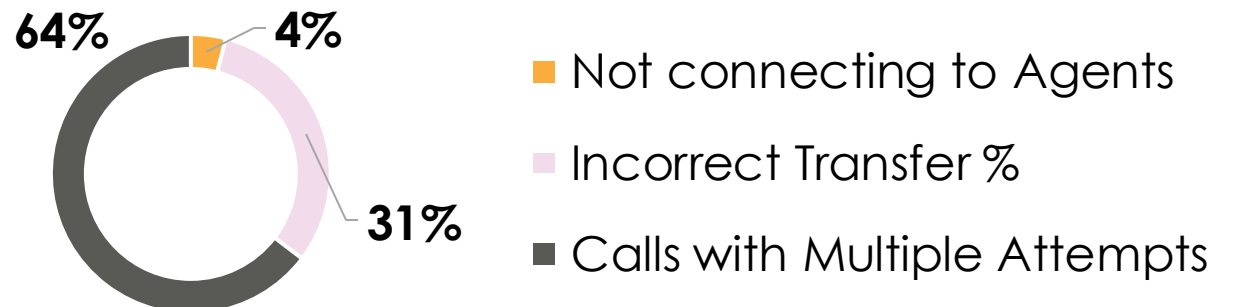
DSAT calls accounted for 2% of the calls that landed on IVR with **88% agent connection rate** and with **6.25 attempts requirement** from customer's end to describe their issues

Cost associated with agents transferring the call instead of IVR, and Bad CX stood at \$604,899 per month!

The goal was to **analyze the efficiency of the IVR System** with metrics such as **Agent connection rate, Time Spent on IVR, Customers needing to explain their issue multiple times, and connection to right department.**

We were able to categorize 92% of the 100% incoming consumer calls by creating **queries in NEQQO, based on the three observed scenarios:**

- **IVR Automated Support**
- **Direct Connection to Agent**
- **Call Queue Initialization**
- Conducted an analysis of random calls each between the duration of 1-59 mins for all the Consumer vendors from the results of **IVR Automated Support**



Use Case

A leading Canadian Lending Company with 13K+ dealers nationwide

7% Increase in 'Effective Negotiation' by agents has a potential to improve collections rate by 5%

Methodology:

Identify and address key gaps in agent-customer negotiations during collection calls, with the aim of significantly enhancing the effectiveness of these interactions.

100% calls ingested in NEQQO – Call queries targeting negotiation effectiveness score (NES) – Deep dive on random sample for actionable insights

Finding:

Calls where agents collected the payment (or PTP) had a 95% NES, while calls with a 51% NES led to no collections, highlighting the direct impact of negotiation effectiveness on collection performance

NES Consists of:

- Customer Engagement: Keeping the customer engaged on the call
- De-escalation Technique Used: Effectively handling potential red flags
- Resolution Effectiveness: Handling customer issues

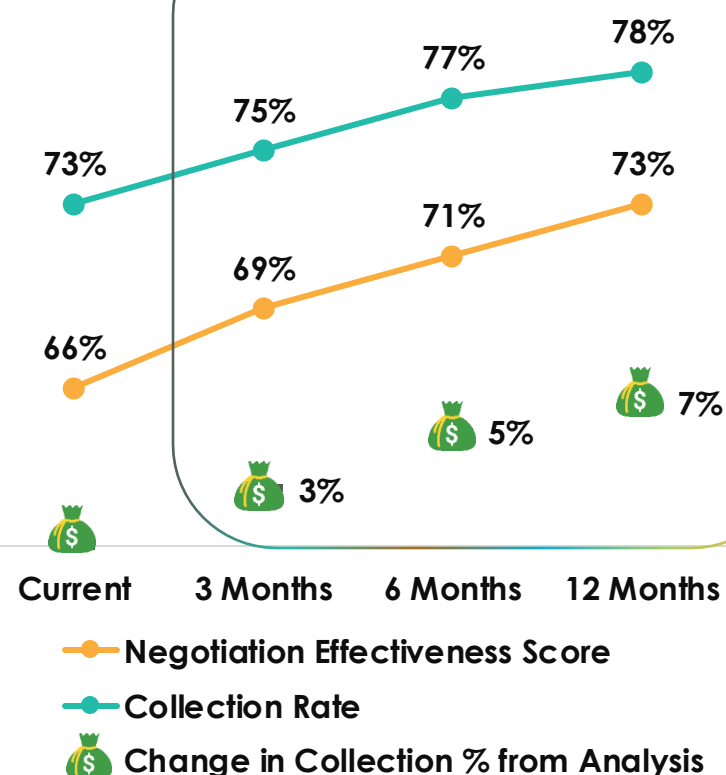
Potential Change After

3 Months: Significant initial growth as bottom performers improve faster (5%) than top performers (2%).

6 Months: Moderate, steady growth as the training effects start to show for both groups with 2% increase.

12 Months: Steady growth as top performers reach their peak and bottom performers are nearly at their optimal level.

Projected Growth





“MAKING LIVES BETTER, ONE CONNECTION AT A TIME.”

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