

Insights fuel rapid change

Reporting and analytics on Tellme Platform Central enable Resolvity to conduct deep analysis and quickly identify optimization opportunities.

BETTER PERFORMANCE

Know where to optimize

The Tellme Platform Central web portal provides insight and control of applications on the Tellme platform.

“The reporting and analytics on Platform Central are a great complement to Tellme’s existing technologies and its robust speech platform. The tools it offers have enhanced Resolvity’s ability to rapidly identify and address caller experience issues.”

- Srinivas Pratapa
Director
Solutions Delivery



Automating the next ten percent

Resolvity designs, builds, and manages cutting-edge voice self-service solutions that help hi-tech, cable and telecommunications, utility, healthcare, and financial services companies improve their customer satisfaction and lower support costs by automating complex and time-consuming customer service calls. Resolvity’s award-winning **Speech Application Server** has helped many of their customers finally

automate that “next 10%” of calls, bringing self-service to support scenarios that require dynamic call flow logic and intelligent responses to customers.

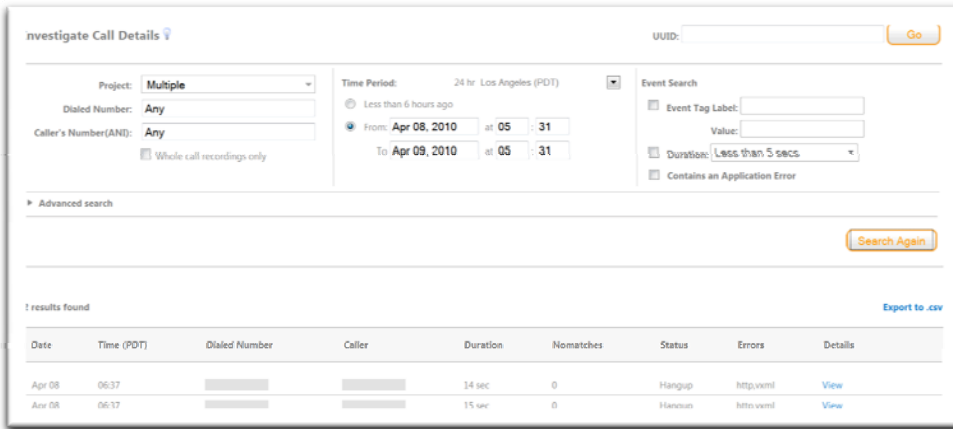
Resolvity was seeking better IVR platform tools to help them continually refine their applications, through quantitative and qualitative insights into how real callers were actually using production systems.

Resolvity digs deep for answers

To better solve the problem of “getting access to the caller’s state of mind,” particularly for less frequently-traveled sections of Resolvity’s self-service solutions, the company built a number of regular processes and best practices using Tellme’s reporting and analytics features to analyze and optimize the speech applications they run on the Tellme IVR Service.

In particular, Resolvity uses detailed **call search** and secure **whole-call recording** to complement Resolvity’s own tools for application performance analysis and tuning. With call search, Resolvity can quickly and accurately find relevant calls from amongst the millions of calls handled by their applications. Once identified, Tellme provides direct and secure access to whole call recordings that allow designers to review the events and speech utterances on a call and gain a full contextual understanding of the caller’s goal, progress, and challenges. Tellme’s secure access to whole call recordings meet the stringent security requirements of the Payment Card Industry (PCI).

Tellme Platform Central case study



Resolvity enjoys convenient, direct access to these reporting and analytics features through **Tellme Platform Central**, a website that helps businesses manage, analyze, and optimize their voice applications running on the Tellme IVR Service. Tellme Platform Central has rolled out enhancements that can be leveraged by partners and customers alike. For example, analysts and engineers can now search calls based on parameters like event-based logs, automation success, recognition parameter, and other performance metrics.

Figure 1 Tellme Platform Central's call search interface with results display

SOLUTION NOTES

- Instant access to millions of calls and searches a month
- Detailed caller type and segmentation-based reporting
- Insight into daily, hourly, and weekly usage patterns
- Easy comparisons across multiple data dimensions
- Task-based reporting drives more actionable product and customer insight

Faster, more predictable optimization results

The insights Resolvity derives from these tuning processes in turn drive performance enhancements for their clients. Resolvity's clients directly benefit from the rich analytics provided on Tellme Platform Central. Because Resolvity can more quickly identify changes in caller behavior and drill down into sections of an application where callers are having trouble, they can more quickly identify, build, and test solutions that keep their clients' end customers more satisfied. Resolvity estimates that the new Platform Central features have cut turnaround time by 10%.

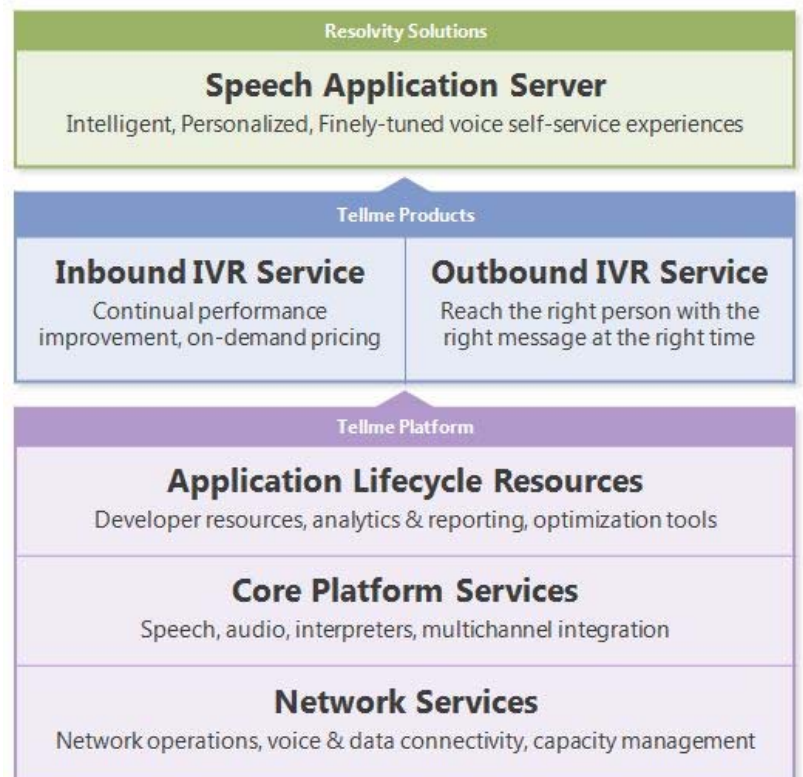


Figure 2 Resolvity uses application lifecycle resources to optimize applications on Tellme's speech platform