



Operata



aws Available in
AWS Marketplace

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Operata Contact Center

AI Use Tenor AI to ask a question about your Contact Center ▶

Your Contact Center

Insights from the last 7 Days

24h
7d
28d

Service Quality ***

Service Quality

Service quality is influenced by various factors: insufficient network resources yield consistent poor quality; some networks exhibit intermittent disruptions; simultaneous issues among agents often stem from internal network components; external network disturbances lead to contention; and isolated issues in shared locations typically arise from home WiFi connectivity.

Playbook 3 - Technology Performance

- 🔍 See how you can uncover technical or environmental issues that impact Service Quality
- 📖 Learn how Service Quality issues are caused by technical or environmental problems

Customer Sentiment ***

Customer Sentiment

Negative customer sentiment can be influenced by poor voice quality, talk time, call transfers, long queue and hold times, and the occurrence of one-way audio.

Explore Playbook 9 - Experience Insights

- 🔍 See how you can reduce the causes of negative customer sentiment with experience insights
- 📖 Learn how addressing factors that influence experience insights can help you improve CSAT

Getting started 1/5

Complete these steps to get the most out of Operata

Tasks:

Roll out the Operata Extension to your Agents
✔

Setup Extension profile
▶

Invite team members
▶

Collector installation
▶

Tours are better with a guide

Our team is always ready to help you on your Journey, whether it be helping you explore your Contact center, or answering any questions.

Talk with one of our experts

Videos

Learn more about how to use Operata to its full potential

Getting Started

Dashboard Overview

Pinpoint Locations

How to filter by location

Connect

Link techn...

The Operata 90-Day Program for Contact Lens

SPARKING UNIQUE REAL-TIME INSIGHTS AND RECOMMENDED ACTIONS

Real-time Agent Alerts

Real-time messages to an agent when keywords or phrases are detected, to enforce consistent adherence to business processes.

Example uses:

- **Agent Abuse:** Report the customer or notify the supervisor
- **Audio Issues:** Report an issue to IT, or initialize a callback.
- **Legal & Compliance:** Flag call for review and present the agent a knowledge-base article for best practices.

Contact Lens rules & visualizations

Out of the box Contact Lens Rules, Playbooks and visualisations curated to shortcut the time to value with Contact Lens & Operata.

Operata works alongside your existing Contact Lens deployment or accelerates your from scratch to provide actionable insights within minutes of deployment.

Integrated Experience Data

Combine Contact Lens "experience" data with technical and operations data to qualify the challenges impacting CX.

Quantifies challenges impacting customer experience (CX), identifying whether issues are technical, agent training, or process-related.

Anomaly detection

Receive notifications for anomalous spikes in specific customer/agent keywords, enabling timely and informed responses to emerging issues.

Business Process Automation

Use enriched Contact Lens events to automate business processes, from updating Salesforce records to initiating callbacks or modifying customer profiles.

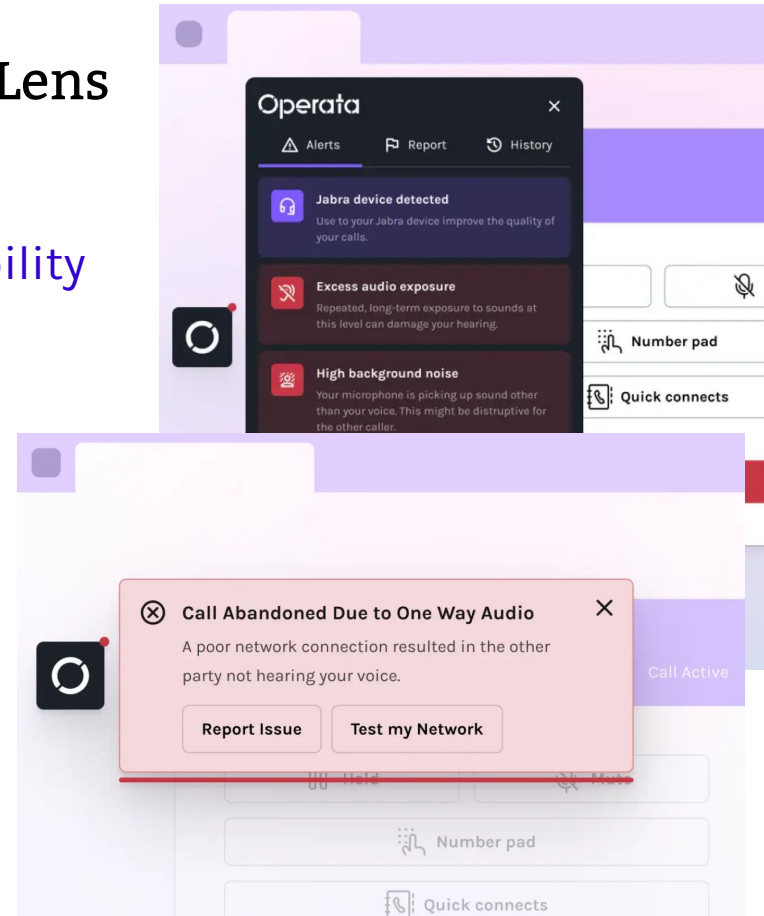
The possibilities are endless!

The Operata 90-Day Program for Contact Lens

SPARKING UNIQUE REAL-TIME INSIGHTS AND RECOMMENDED ACTIONS

90 days unlimited access to Operata CX Observability platform including:

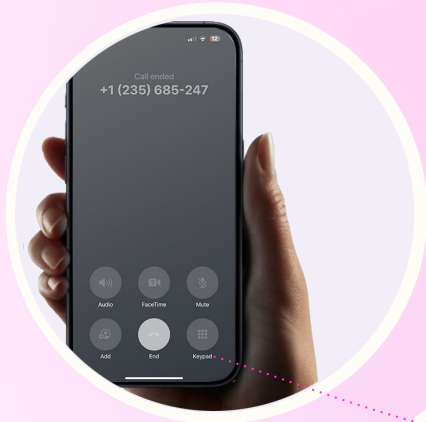
- Unlimited agent interactions - Across Contact Lens, Agent Environment, and Amazon Connect
- Human guided, rapid enablement within 60 minutes
- Out of the Box Expert Visualizations and tools
- Two hours of formal training (2 x 1-hour sessions)
- Full support with assigned Customer Success Manager



EXAMPLES IN USE

Detecting mid-call abandonment by customer

IMPROVE CSAT BY TRIAGING AND REDUCING MID CALL ABANDONMENT

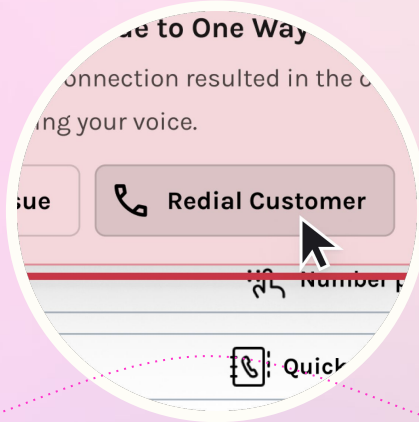


1 CUSTOMER ABANDONMENT

During an interaction, the customer abandons a call due to one-way audio.

Operata alerts agent that customer has abandoned, mid-call.

2 AGENT NOTIFIED

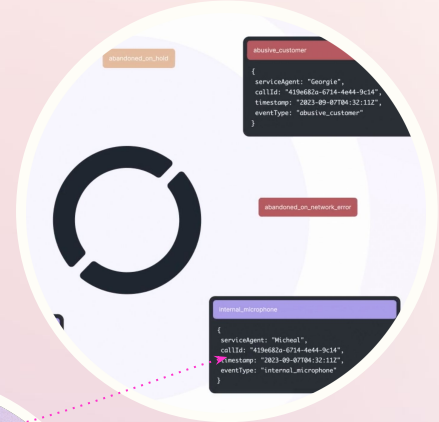


3 WORKFLOW ORCHESTRATED

Operata initiates a preset workflow: e.g. Prompt agent redial, Customer callback with priority, send an SMS.

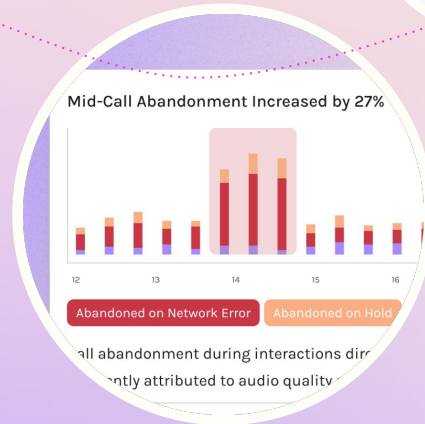
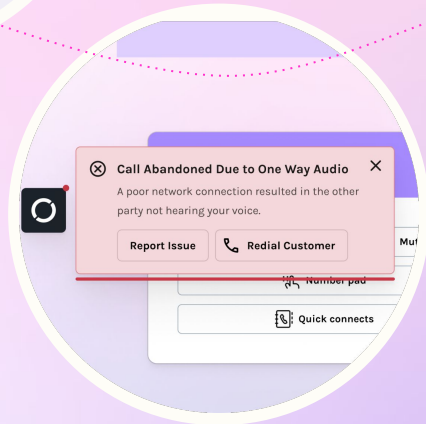
Operations alerted with correlated insight that agent, location, or technology cause

4 OPERATIONS ALERT



5 ACTIONS INVOKED

Actions or automation are invoked to improve.



Managing agent abuse

IMPROVE AGENT RETENTION & COMPLIANCE



1 CUSTOMER ABUSES AGENT

Customer gets frustrated at agent and starts abusive behaviour.

2 CUSTOMER ABANDONS

Agent advises customer to stop abuse and consequences if they do not stop.

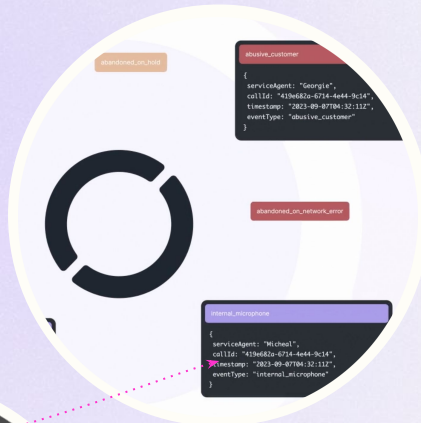


3 AGENT ENDS CALL

Agent can view abuse policy and end call safely

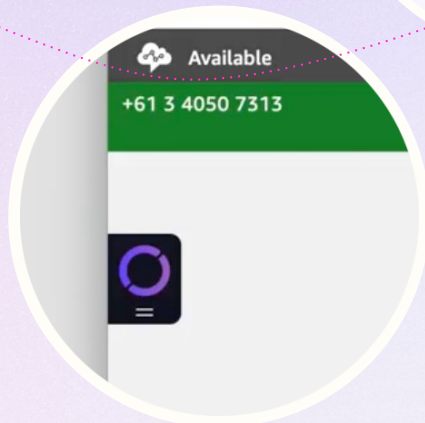
4 CUSTOMER SENT TO QUEUE

Customer placed into a special queue, audio advising them of why call was terminated.



5 EVENT UPDATES PLATFORMS

Operata events on agent abuse updating QM, WFM and/or CCaaS so interaction data is correctly attributed.





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