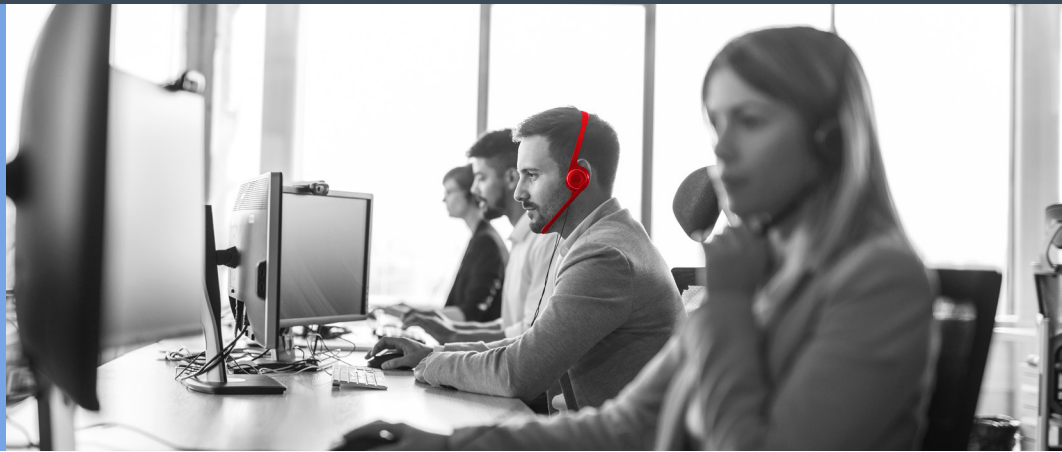


DATASHEET

Clarabridge + Red Box



KEY BENEFITS

ACCELERATE TIME TO VALUE

Enable near real-time call flow into Clarabridge using fully automated integration

TURN CONVERSATIONS INTO INSIGHT BANKS

Get stereo, uncompressed audio for more accurate transcription and granular insights

BRING YOUR DATA TOGETHER

Collect rich metadata from telephone networks and integrate with agent desktop applications such as CRM, ERP

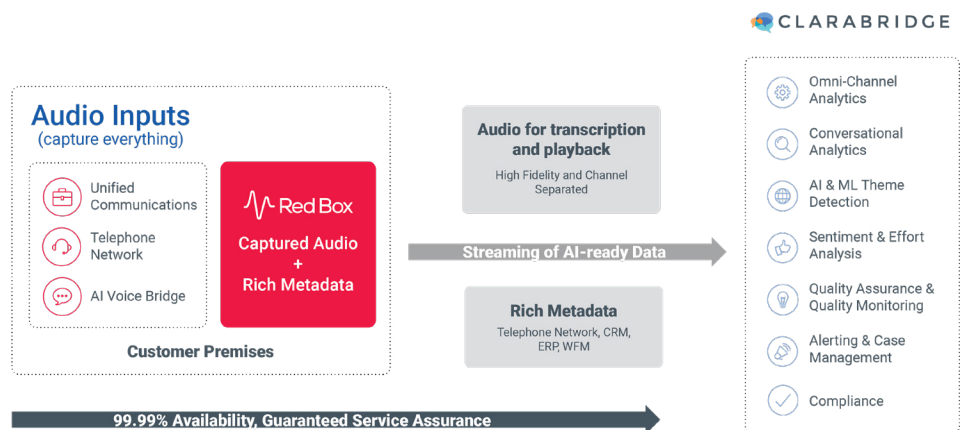
UNDERSTAND EVERY CONVERSATION

Determine sentiment, effort, emotion, and intent expressed in every sentence

Clarabridge’s world class Natural Language Understanding combined with Red Box’s exceptional call capture gives Contact Center leaders the power to truly understand conversations at scale.

Contact center conversations are a wealth of information that could drive business decisions. However, many contact centers store only highly compressed recordings that result in poor transcriptions and sub-par analytics. It can also be expensive to export call recordings, with some incumbent recording vendors charging up to seven figures to export call recordings for a typical contact center. That’s why Clarabridge and Red Box have partnered to capture the highest-quality calls for the best possible transcription that can be integrated with all other contact center interactions for superior analytics.

Leverage every call in your contact center to uncover actionable insights and drive business decisions.



Actionable Insights from Every Customer Interaction, in One Platform

About Clarabridge

Clarabridge helps the world's leading brands take a data-driven, customer-focused approach to everything they do. Using AI-powered text and speech analytics, the Clarabridge experience management platform enables brands to extract actionable insights from every customer interaction in order to grow sales, ensure compliance and increase operational efficiency.

About Red Box

Red Box is the leading dedicated voice specialist, empowering organizations to capture, secure and unlock the value of enterprise wide voice. With the most open and connected platform, we capture and transcribe voice communications from over 85 systems (legacy and new), across global enterprises and SMEs. Our customers retain complete data sovereignty and we connect them to the broadest partner ecosystem to maximize the value of captured voice data.

Request a demo or Talk to Your Account Team Today
www.clarabridge.com/demo

[Request a Demo](#) →

RED BOX

Support for 85 different telephony platforms (Contact Center and Unified Communications)

Highest quality audio, uncompressed and channel-separated stereo

Automated integration with Clarabridge

Rich Metadata collection from telephony and desktop applications

Call capture with minimum risk and disruption to Contact Center. AI Voice Bridge that overlays existing call recorder

CLARABRIDGE

Integrated Voice of the Customer Data Hub to bring calls together with all other sources of feedback

AI-powered text and speech analytics, for both the agent and client sides of the conversation

Robust Natural Language Understanding (NLU)

Fully customizable dashboards and case management workflows

Big data architecture to scale to petabytes of feedback/conversations

USE CASES

CUSTOMER EXPERIENCE MANAGEMENT

Higher quality audio leads to better transcription and consequently superior analytics through clause-level processing. Combined with the best-in-class NLU enrichment, this gives the most granular and accurate view of the customer experience.

QUALITY MANAGEMENT

Score 100% of calls using Intelligent Scoring based on a set of fully customizable criteria. Scores can be used for aggregate reporting, alerting and case management for agent quality assurance.

COST REDUCTION

Leverage reporting frameworks to analyze the dollar impact of extra handle time, repeat calls, excessive silence, transfers and short calls. Identify call drivers and correlate with sentiment, effort, intent, and emotion to uncover opportunities of deflecting calls to self-service channels.

RISK AND COMPLIANCE MANAGEMENT

Use customizable models to ensure adherence to script and regulatory compliance. Monitor complaint topics and their associated regulatory authority from sources such as CFPB data.