



INTEGRATION SOLUTION OVERVIEW

iQventures Speech Analytics

HigherGround® and iQventures® Integration

HigherGround and iQventures have joined forces to save organizations both time and money, providing the most reliable speech analytics tool with the most economical pricing.

SpeechIQ™ from iQventures is an advanced speech analytics and quality assurance platform that integrates seamlessly with HigherGround's reliable recording. Users can efficiently retrieve call transcripts and scores, or easily search by key words, sentiment, and silence – all within the HigherGround interface.

iQventures provides sophisticated, highly accurate data analytics, and utilizes the best advanced analytics engine in the world – IBM Watson – for sentiment analysis. This is a truly scalable solution, giving organizations an easy-to-use, cost-effective solution to drive agent productivity, operational efficiency, and customer engagement.



Why Speech Analytics?

Speech analytics allows organizations to convert the information trapped in every customer interaction into intelligent data that can be searched, measured, and analyzed, providing a better understanding of communications than more time-consuming, manual monitoring processes. Speech analytics helps users to better understand agent behavior and actions by analyzing 100% of interactions, rather than just a small sampling.

**Unlock the vast
amount of data
within your call
recordings.**

Solution Benefits

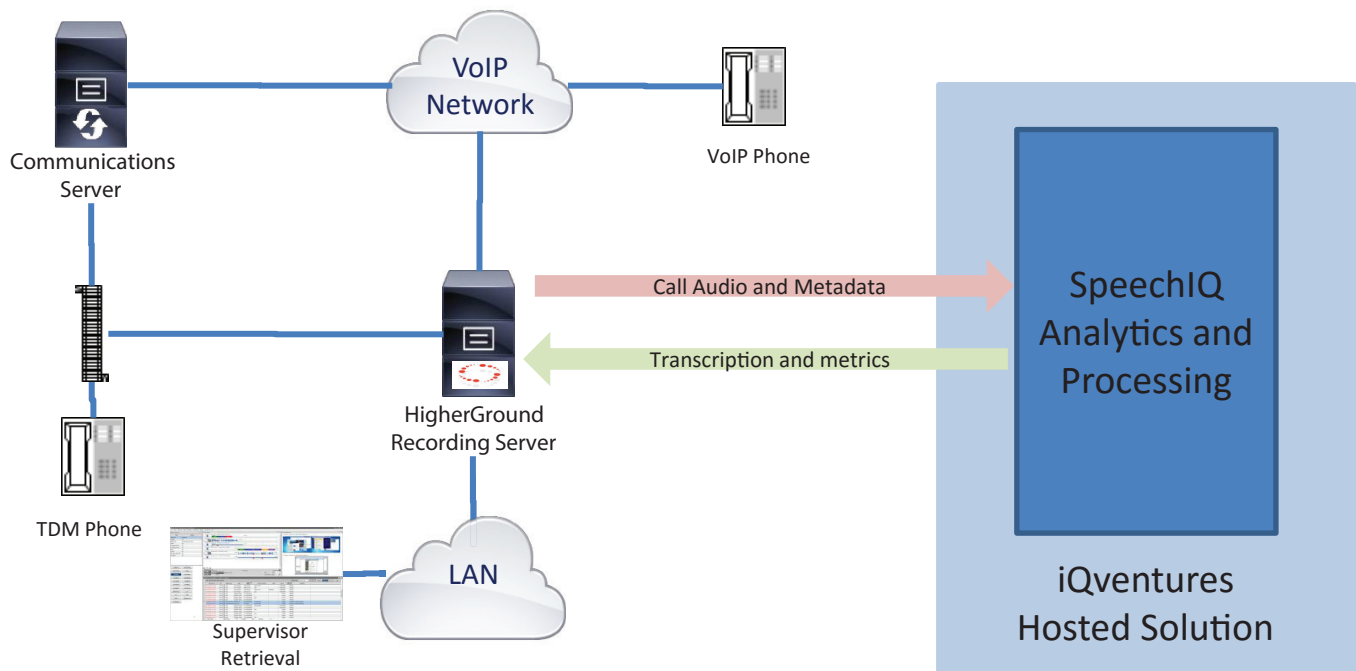
- Select or search all calls by specific data fields and key words – saving time and money by enabling rapid analysis and decision-making.
- Automatically monitor and score all calls, alerting supervisors to urgent situations and allowing them to identify and address agent issues or urgent situation rapidly.
- Get an accurate, 360-degree view of interactions with word-for-word transcripts associated with voice recordings, metadata, and call scoring.
- Analytics data provided also includes sentiment, number of mentions of key words, silence detection, and automated agent scoring.

Solution Overview

The HigherGround recording server forwards recordings to the cloud-based iQventures solution which creates a transcript of the interaction, analyzes the recordings for key words and silence detection, uses the IBM Watson engine for sentiment analysis, and automatically scores the interaction. This information is relayed back to the HigherGround database, where transcripts, scores, and analyses are stored and easily accessible for reporting.

The key advantage of this approach is that users need only access one interface for day-to-day search, retrieval, and play back functions. Furthermore, users are able to access all audio and associated metadata through the HigherGround interface. The iQventures interface can also be accessed as needed for additional, in-depth analyses (word clouds, etc.).

The diagram below illustrates the components and high-level data flows of the integrated solution:



HigherGround Minimum Requirements

- Version 8.9.5 or later (earlier versions can be upgraded)
- Windows Server 2012
- 3.06 GHz Intel Xeon Processor
- 32 GB RAM
- Storage depends on the size and intensity of usage — recommended minimum 1 TB with RAID-1
- Minimum of two NIC ports

About iQventures

iQventures innovates, creates, and operates intelligent communications solutions. The company offers two primary products: SpeechiQ – a revolutionary, cost-effective quality management and speech analytics solution; and Businessphone.com – a platform that provides VoIP phone service, ISP management, SD-WAN, and wireless backup for organizations of all sizes. For more information, visit www.iQventures.com.

About HigherGround

HigherGround provides reliable, user-friendly, and economical recording solutions for performance monitoring in contact centers and incident reconstruction in critical communications. Our full-featured, multi-channel solutions transform data into actionable intelligence, enabling decisions with certainty to optimize operations, enhance telecommunicator performance, and reduce costs. HigherGround partners and/or integrates with leading edge technology vendors to bring our clients best-in-class solutions.



*Specifications and information are subject to change without notice.
Some features and applications mentioned may require the latest HigherGround software release.
Please contact HigherGround or your authorized HigherGround reseller for more information.*



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