



Transforming Voice Data into Critical Business Intelligence



EXTRACT DELIVERS

- Market Intelligence
- Product Intelligence
- Key Customer Sentiment
- Competitive Intelligence
- Fraud Detection
- Legal Investigation
- Compliance
- Customer Retention and Satisfaction
- Operational Efficiency
- Return on Investment

Do you worry about what you don't know about your business?

Customer-centric businesses understand the value of customer and prospects' questions, comments and feedback. The details you "don't know" may be right in front of you. Now there is a tool available to "extract" the data and drastically change your business.

Only **Extract** can provide you with critical call intelligence that will propel your business and increase your profitability.

APPLICATIONS

- Business Intelligence
- Agent Performance
- Call Center Operations
- Help Desk
- Product Development
- Quality Assurance
- Regulatory Compliance
- Sales & Marketing
- Security

BENEFITS

Answers come to you

- Automatic notifications in an easily read format can be instantly sent to your desktop, smartphone or tablet PC whenever a critical conversation takes place in near real time

Easily evaluates your products

- Reveal product successes and take advantage of unexpected positive feedback or uncover issues early to make needed improvements

Improves agent-customer interactions

- Ensures compliance with required disclaimers
- Improves operational inefficiencies
- Avoids unnecessary litigation
- Increases sales

Urgent alerts allow for quick reactions

You are notified when critical events happen, such as:

- Legal threats
- Product defects
- Potential to lose a key customer

Cost effective

- Finally a business analytics tool that small- to mid-market businesses can afford



POWER. FLEXIBILITY. EXPERIENCE.

Thirty years of research has resulted in a system that is highly accurate with ratings that can exceed 90%. This technology was proven throughout years of use in the defense and intelligence communities worldwide.

Lightning-fast call processing and search. Calls are organized as they are received into the database. This allows the user to quickly *Extract* specific words and phrases, providing near real time results.

No restrictions. Because our system is based on phonetics, you can now search slang, product names, industry acronyms and new words instantly without having to update a dictionary.

Easy to use and very flexible. The intuitive user interface allows executives to create new business scenarios in minutes and find results within seconds.

Recording platform neutral. *Extract* can unlock the intelligence of the conversations stored in most brands of audio storage servers, allowing you to keep the recording platforms you have in place.

Easy to install. *Extract* can be easily installed and is scalable to any size operation.



Extract is a powerful phoneme-based speech analytics solution that can process and mine through thousands of hours of customer interactions quickly, providing you with the data you need to make critical business decisions.

Evaluate your data on 100% of your calls, not just a small percentage! Now you can find even the most elusive information.

It's time to find out what you don't know. *Extract* delivers the information you need to make immediate and impactful decisions. Call or email us today for a consultation.



502-254-1382 • info@pbi-corp.com • www.pbi-corp.com

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