

CQ Sentiment- Emotion Diagnosis system

AVDOR CIS



CQ Sentiment - Discover the true power of your customer's voice

Have you ever wondered what is really going through your customer's mind during the call?

With CQ Sentiment you can not only hear the customer, but also feel him.

An emotional insight system - the call center that will change everything you thought about customer service and sales.

Installation possibilities: on a local server or in the cloud and on all Call center platforms currently active on the market.

Three main advantages in one system:

Nurturing and empowering
organization employees and
managers

Empowering management
capabilities with advanced
KPI indicators

Dramatic improvement in
the customer experience

How does it work

Our insight system incorporates advanced technology to analyze emotions in real time or after the conversation has ended, regardless of language. It provides:

- Analysis of personal tendencies of the speaker (logical, emotional, balanced).
- The Call Priority index provides an immediate indication of the emotional state in the call.
- Key emotion bars in real time + emotional history to analyze trends throughout the conversation.

Why is this important to your business?

- Reducing call handling time up to 25%. Improve sales capabilities by quickly identifying sales barriers.
- Exact adjustment to the specific customer profile.
- Improved training and management of service and sales representatives.
- Reducing employee turnover and increasing their satisfaction.

What is special about our system?

- Real-time sentiment analysis: no more guesswork - know exactly what the customer is feeling right now.
- Immediate actionable insights: help your representatives respond correctly at any given moment.
- Integration with screen recording: in-depth understanding of the entire conversation process.
- Optimizing the sales process: from identifying leads to closing deals.

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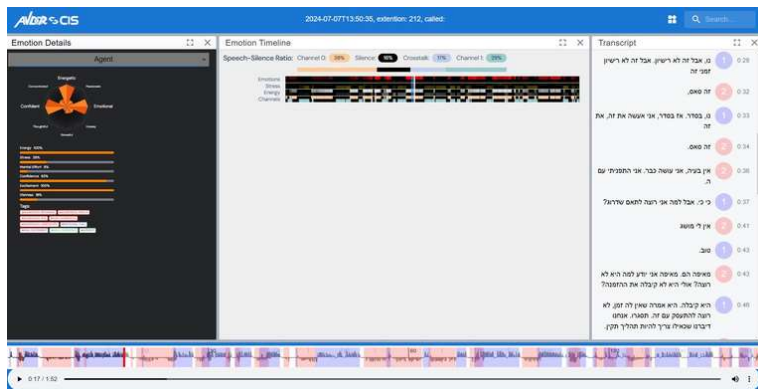
Avdor CIS is a leader in the development of advanced recording solutions for call centers, service & support centers, and governmental and institutional organizations

Proven ROI

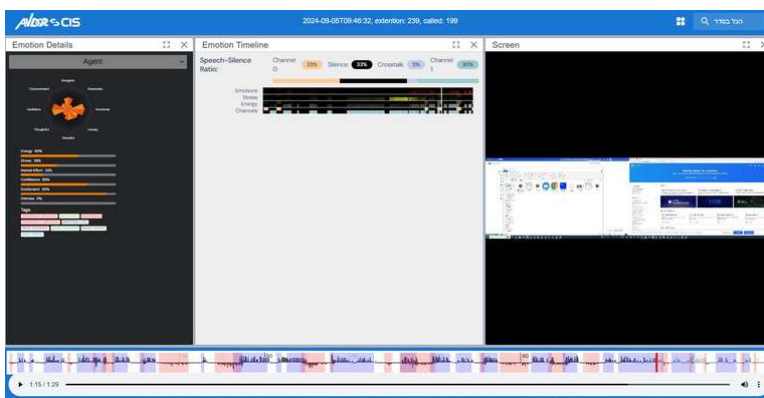
- 30% improvement in customer satisfaction.
- 20% increase in sales success.
- A 15% decrease in employee turnover.



Player displaying a conversation including a transcript and positive versus negative emotions



Player displaying a conversation sentiment insights combined with screen recording



Call center representative/extension search results with an emphasis on positive versus negative emotions

The screenshot shows the Crystal Quality interface with search results for call center representatives. The results are displayed in a table with columns for ID, Name, Date, Time, and Sentiment. The table is color-coded to show positive (green) and negative (red) emotions.

ID	Name	Date	Time	Sentiment
1	2024-07-24 13:33:39	00:06:15	203	22(3)
2	2024-07-23 12:03:04	00:04:05	203	22(3)
3	2024-07-22 13:38:47	00:04:04	203	22(3)
4	2024-07-13 13:57:19	00:05:35	218	22(3)
5	2024-07-13 12:49:42	00:06:09	226	22(3)
6	2024-07-13 13:33:35	00:09:33	209	22(3)
7	2024-07-07 13:30:35	00:01:52	203	21(3)

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