CallMiner shortlisted for 'Best Data & Analytics Technology' by the Credit Today Awards 2016

The nomination highlights CallMiner's proven results in Contact Centre environments. Strengths include: support for "Right First Time" interactions, compliance adherence and delivering optimal customer outcomes.

London, March 22, 2016 – CallMiner, Inc., rated first in customer satisfaction for customer engagement analytics, announced today that it has been shortlisted for the 'Best Data & Analytics Technology' Award by Credit Today Awards 2016. The Credit Today Awards recognise and reward hard work and best practice in the field of credit and collections.

The 'Best Data & Analytics Technology' category recognises software, or software-based systems, that use innovative data analytics to deliver a significant advantage to contact centres. CallMiner was shortlisted by the judges for its EurekaLive solution. The entry showed how interaction analytics helped call centres to improve key metrics, drive better customer outcomes and enhance competitive strengths.

EurekaLive is CallMiner's highly customisable and scalable real-time interaction analytics solution. It automatically monitors every call in real time. This enables collections companies to ensure script compliance by agents. It also provides emotion detection, event alerting, and automated context-driven workflow initiation for agents.

This platform reduces the risk associated with compliance and increases customer retention and satisfaction. It does this by enabling supervisors and quality analysts to identify negative activity such as escalation attempts, the use of profanity or the absence of compliance scripts. Agents receive alerts with next-best-action guidance while on the call and analysts or supervisors also receive notification and can intervene immediately or deliver targeted coaching when appropriate.

Andy Palmer, Vice President International Sales, of CallMiner, said: "We are very proud to be shortlisted for the 'Best Data & Analytics Technology' Award. We are also delighted that our contribution to the credit and collections industry has been recognised. This nomination identifies how our innovative technology helps to avoid compliance disasters by catching instances where potential non-compliant language might exist and correct the course of the call before it becomes a violation. Organisations with our real-time analytics have a distinct advantage over their debt collection competitors who simply cannot be as proactive."

EurekaLive has proven itself in Account Receivable Management organisations as a highly effective tool in support of critical agent performance and compliance objectives such as:

- Reduced risk of compliance and liability exposure
- Improved revenue recovery rate
- Reduced number of complaints
- Immediate agent coaching and performance improvement.

About CallMiner
CallMiner believes that resolution is the fundamental driver of positive customer experiences. When contact centre agents and others responsible for customer engagement are empowered by insight and feedback in real-time, they can dramatically improve the rate of positive outcomes. With the tagline "Listen to Your Customers, Improve Your Business" our goal is to help companies automate the overwhelming process of extracting insight from phone calls, chats, emails and social media to dramatically improve customer service and sales, reduce the cost of service delivery, mitigate risk, and identify areas for process and product improvement. Highlighted by multiple customer achievement awards, CallMiner has consistently ranked number one in customer satisfaction, including surveys conducted by DMG Consulting and Ovum. www.callminer.com.