

# SENTIMENT DETECTION

## GET AI-POWERED ALERTS OF POTENTIALLY DISSATISFIED CALLERS

Sentiment Detection uses artificial intelligence to analyze callers' **tone of speech, cadence, rhythm, and volume**. If we identify a potentially dissatisfied caller, we'll send an email alert to managers.

### As a result, managers:

- ✓ Can interpret a customer's tonal highs and lows throughout the call
- ✓ Can reach out to the potentially dissatisfied caller
- ✓ Gain insight into agents' phone performance
- ✓ Are able to provide more immediate feedback
- ✓ Salvage appointments and customer relationships

Sentiment Detection gives managers the necessary tools to react quickly to a poor phone experience and proactively improve staff phone skills. The outcome: more booked appointments, better customer service and, ultimately, more revenue.



**SIGN UP FOR SENTIMENT DETECTION TODAY!**