Speech Analytics

Follow emotions: Reveal problematic conversations that result from customer dissatisfaction by using the ratios of anger, monotony, interruption, and silence as evaluation criteria

Faster problem solving: Analyzes spoken interactions, identifies threats and opportunities as they occur and alerts the supervisors when an agent says a forbidden word. Thus provides managers with real time agent guidance.

Better follow up: Evaluates the whole content of speech, classifies calls into specific categories of interest and automatically routes calls to supervisors for review.

24 hours 7 days non-stop work

MIDAS has proven itself to perform nonstop even with a standard PC resources.

CRM Integration

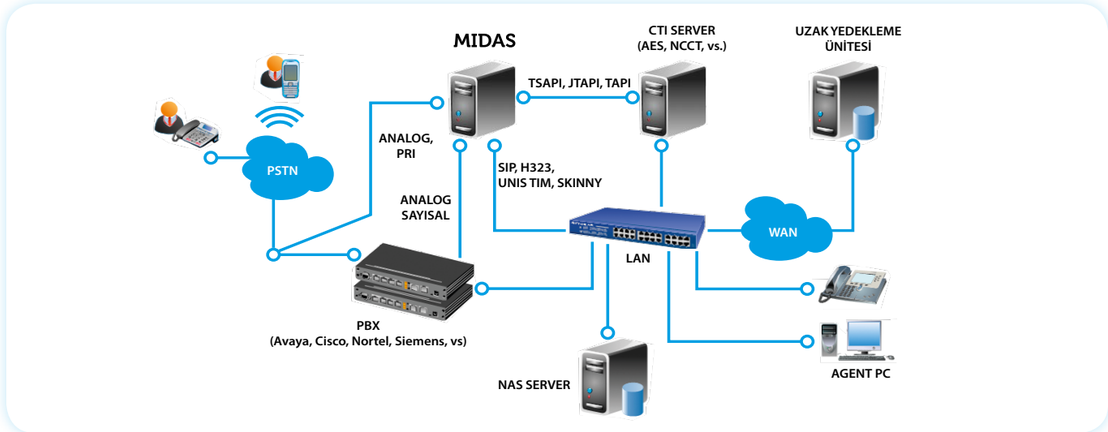
Using "**Midas Web Service**" application customer data such as "Customer ID" and/or "Company Name" can be added on to the recordings through CRM integration. Audio files recorded via MIDAS can also be exported to wav format to be used by other applications.

Information Security & Compression Rate

MIDAS uses the compression format known as "**GSM**" to compress and store audio signals. A minute long conversation saved with GSM format consumes only 100 KB space on a disc. To ensure information security and to prevent audio files to be accessed via regular audio processing applications each file is encrypted with a unique algorithm designed by TELEBILGI.

CTI Integration

With CTI integration MIDAS offers many advanced features, one in particular: "**Free Seating**". For Call Centers associating the call data with the agent information on to the conversation is an important necessity for supervisors to evaluate "**Agent Performance**".



With the power of our 20 years long R&D experience we offer flexible software infrastructures which create a total solution for your needs.

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Innovative Communication Solutions...

MİDAS

Digital Voice Recorder Solution

MIDAS

More than a recording device...

MIDAS is an IP based Voice Recording Solution developed for the compliance recording of internal and external VOIP calls of an organization and to provide Quality Management functions for Call Centers.

Real time listening and monitoring

- *All data related to the call (extension number, Agent name, Agent Login ID, caller ID, caller name, ACD name, Call duration, etc…) can be observed,*
- *Real time monitoring of the live conversation with the customer and note entry,*
- *Authorized users can define different user roles and permissions thanks to multilevelled, password*
- *Conditions of each channel (Talking, On Hold, Login, Log-off, Break, Available etc…) can be observed real time.*

User friendly interface

Message Warning System

Supervisors monitoring active calls can send immediate notices (text messages) to monitored agents. Agents receive the messages as a pop-up on their screen and all messages are associated and stored with the call.

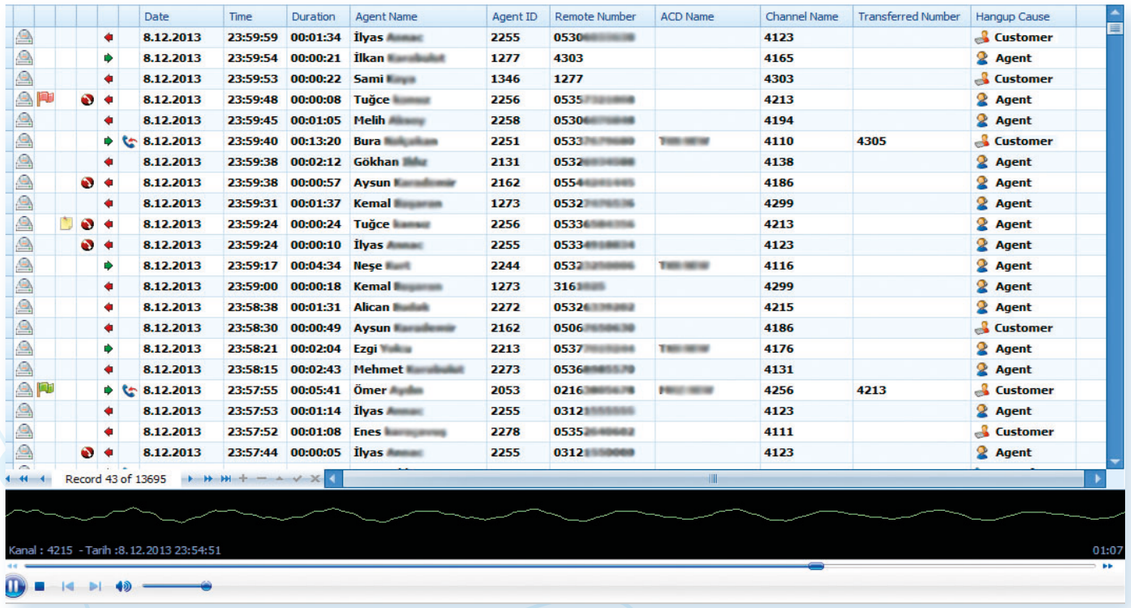
Archive Playback

With Midas Digital Voice Recording solution;

- Archives can accesses fast and easy
- Can be searched by:
  - *Date /Time, Duration*
  - *Channel, Agent or ACD name*
  - *Called/Caller ID*
  - *Notes entered by users*
  - *Call ID generated by the PBX*
  - *Customer name or ID (if CRM integration is enabled)*

Call Trend Analysis and Reporting

Call Trend Analysis is another unique feature MIDAS offers to its users. With this feature authorized users can analyse calls by setting different parameters based on "**Group Panel**" or their own needs. Within these tables users can observe and examine "**Average Talk Time**", "**Average Response Time**", "**Total Talk Time**", and other useful information that does not exist in any other digital voice recorder in the market. Not only that, the created tables can easily be transferred to Excel with "Transfer to Excel" feature to be edited in any format of your choice.



Date	Time	Duration	Agent Name	Agent ID	Remote Number	ACD Name	Channel Name	Transferred Number	Hangup Cause
8.12.2013	23:59:59	00:01:34	İlyas	2255	0530		4123		Customer
8.12.2013	23:59:54	00:00:21	İlkan	1277	4303		4165		Agent
8.12.2013	23:59:53	00:00:22	Sami	1346	1277		4303		Customer
8.12.2013	23:59:48	00:00:08	Tuğce	2256	0535		4213		Agent
8.12.2013	23:59:45	00:01:05	Melih	2258	0530		4194		Agent
8.12.2013	23:59:40	00:13:20	Bura	2251	0533		4110	4305	Customer
8.12.2013	23:59:38	00:02:12	Gökhan	2131	0532		4138		Agent
8.12.2013	23:59:38	00:00:57	Aysun	2162	0554		4186		Agent
8.12.2013	23:59:31	00:01:37	Kemal	1273	0532		4299		Agent
8.12.2013	23:59:24	00:00:24	Tuğce	2256	0533		4213		Agent
8.12.2013	23:59:24	00:00:10	İlyas	2255	0533		4123		Agent
8.12.2013	23:59:17	00:04:34	Neşe	2244	0532		4116		Agent
8.12.2013	23:59:00	00:00:18	Kemal	1273	316		4299		Agent
8.12.2013	23:58:38	00:01:31	Alican	2272	0532		4215		Agent
8.12.2013	23:58:30	00:00:49	Aysun	2162	0506		4186		Customer
8.12.2013	23:58:21	00:02:04	Ezgi	2213	0537		4176		Agent
8.12.2013	23:58:15	00:02:43	Mehmet	2273	0536		4131		Agent
8.12.2013	23:57:55	00:05:41	Ömer	2053	0216		4256	4213	Customer
8.12.2013	23:57:53	00:01:14	İlyas	2255	0312		4123		Agent
8.12.2013	23:57:52	00:01:08	Enes	2278	0535		4111		Customer
8.12.2013	23:57:44	00:00:05	İlyas	2255	0312		4123		Agent

Record 43 of 13695

Kanal : 4215 - Tarih :8.12.2013 23:54:51 01:07

Performance Management & Screen Recording

With the optional features "**Agent Performance Management**" and "**Screen Recording**" you can evaluate your employees performance and observe their desktop actions..

- With "**Agent Performance Management**" tool authorized users can design forms with questions, answers and scores based on their own criteria.
- Audio files and call reports (average call duration, number of answered calls, etc..) can also be associated with these forms. For evolution purposes supervisors may choose to let MIDAS to pick recordings for them or can choose their own.
- With "**Screen Recording**" tool authorized users can observe and evaluate the screens agents use while serving customers.
- Recorded screens are synchronized with the recorded conversations allowing them to be used for performance management.