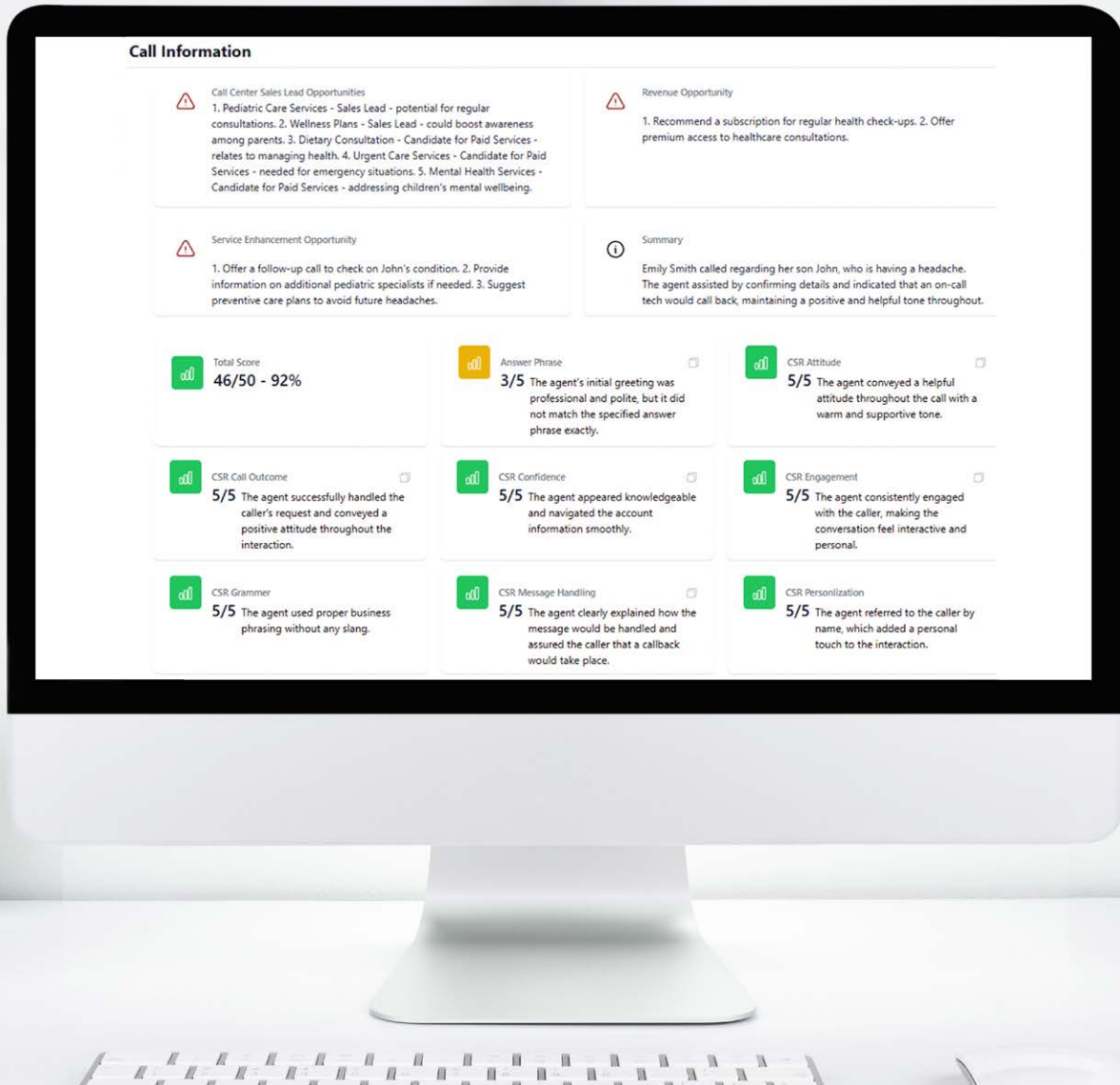


ai ACTIVE insights Analytics



Easily access detailed information about calls and agent performance, using convenient cloud storage

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The optional **Active Insights Post-Call Scoring solution** enables users to create custom Post-Call Scoring Scripts in the Active Insights web portal. These scripts can automatically perform a variety of functions based on the call and associated data, saving time and labor costs.

Multiple scripts can be created and stored for the Active Insights platform, allowing systems to have diverse scripts ready for different situations. Post-Call Scoring Scripts can be configured to activate for certain Clients and under set call conditions.

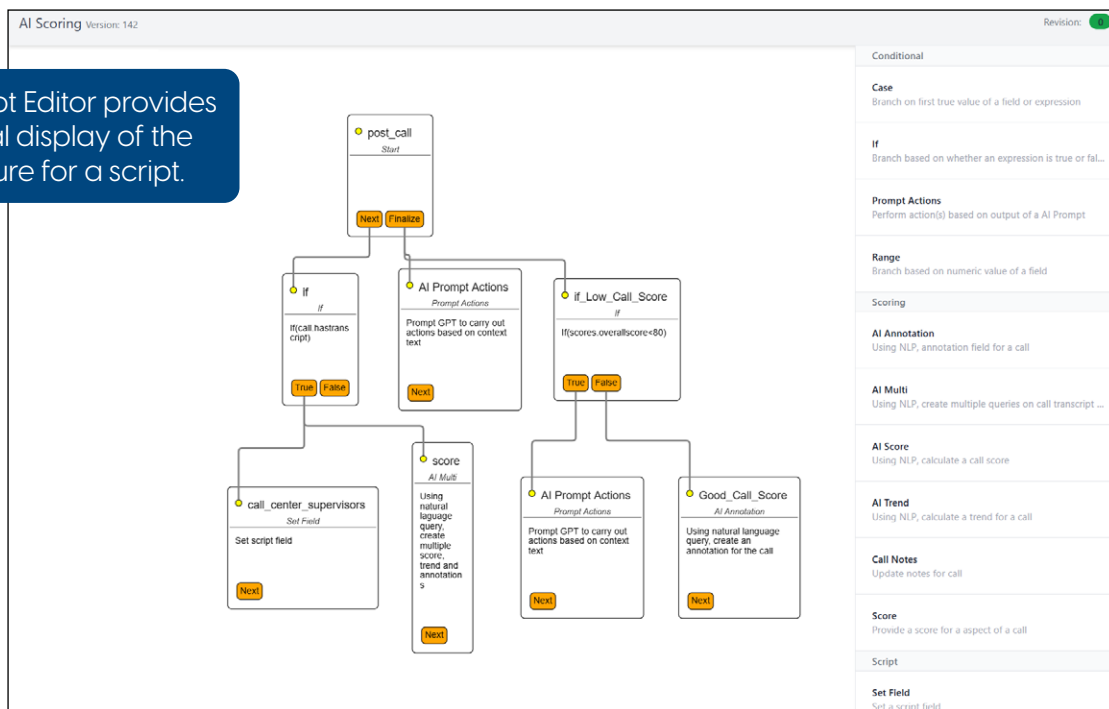
Scores, notes, annotations, and trends produced by Post-Call Scoring Scripts are displayed as part of the Call Log.

Post-Call Script Editor

The Active Insights Post-Call Script Editor provides supervisors with the ability to construct Post-Call Scoring Scripts within the Active Insights platform. The Script Editor enables the creation of multifunctional scripts that can be edited using modular elements.

The Post-Call Script Editor displays the script elements and hierarchy through clear outputs and connections. Using the Script Tree, elements can be edited, rearranged, and reordered.

The Script Editor provides a visual display of the structure for a script.



Element Pallet

The Element Pallet contains all elements that can be added to the Scoring Script. Elements offer wide flexibility and versatility. The many functions of the Script Elements include:

- Scoring calls for custom score categories
- Parsing transcript language
- Changing script activation based on call conditions and scoring results
- Setting script fields for use elsewhere in the Scoring Script
- Adding annotations to the Call Log
- Accessing system, call, and message field values
- Determining scoring results using logical and mathematical expressions



Artificial Intelligence Integration

The Post-Call Script Editor includes elements that can utilize a Natural Language Processing model to analyze calls and transcripts in a way that no basic script can.

Use a Natural Language Processor to analyze calls and perform actions automatically.

Some functions for which the Natural Language Processor can be used are:

- Producing call summaries
- Analyzing call transcripts for caller attitude trends
- Monitoring calls for threats, issues, or concerns
- Scoring calls based on complex criteria
- Creating and dispatching MergeComm Jobs

Script Logs

When Post-Call Scoring Scripts are run, they produce script logs that can be used to check Scoring Scripts for accuracy, ensure scripts are functioning consistently on calls, and test new script versions against previous versions.

The Script Logs page lets users search for all runs of a specific script or search for the run of a script on a specific call. The Script Log displays the script fields generated by the script and the result of all scores assigned to the call.

Reports

The Active Insights Reports page provides supervisors with the ability to quickly filter, review, and export call scoring data and statistics for the system and agents. The Reports page features preset reports which can be organized by different categories, such as agent, date, and Automated Call Distribution (ACD) Skill Group.

AI Multi

The Artificial Intelligence (AI) Multi element enables users to consolidate the AI Annotation, AI Score, and AI Trend elements into a single element with custom trigger conditions. The AI Multi element can also be used to import these elements from the current script and other scripts, helping to make Post-Call Scoring Scripts more efficient.

Name	Value
ACCURATE_ANSWER_PHRASE	true
CALLER_SATISFACTION_LOW	false
GRAMMAR_PHRASE	false
MANNERS_PLEASE	false
POLITE_CALL_CLOSE	false
TRANSCRIPT_PHRASE_COUNT	2

Test and monitor scripts to ensure accuracy and consistency.



Transcript Prompt AI

The Transcript Prompt AI element enables users to prompt the Natural Language Processing model to analyze the call transcript to answer specific questions, such as whether the caller needed assistance and whether the agent sufficiently helped the caller.

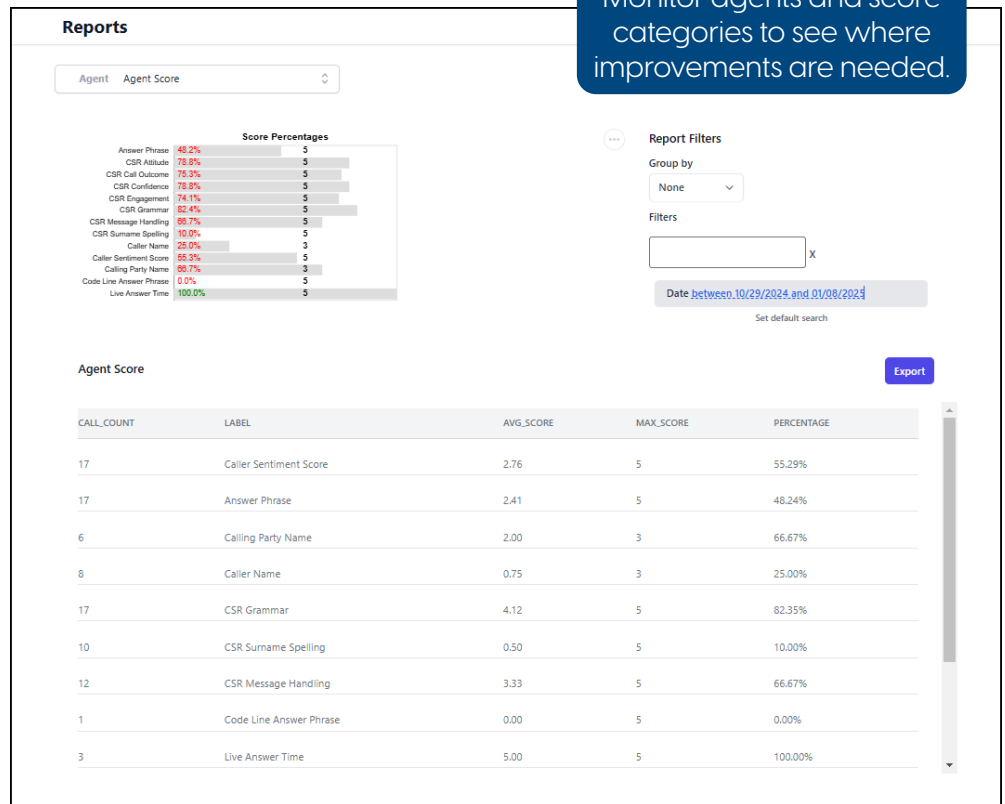
Score and AI Score

The Score and AI Score elements are the bread and butter of the Post-Call Scoring Scripts. These elements enable users to assign scores to different categories for agents, such as answer time, professionalism, hold time, caller satisfaction, and more. These scores can be used to monitor agent performance and calculate agent statistics.

Prompt Actions

The Prompt Actions element can query the Natural Language Processing model to perform a large number of complex actions based on its analysis of the transcript. These actions include dispatching MergeComm jobs; creating scores, trends, annotations, and summaries; and marking calls for review or with warnings.

Monitor agents and score categories to see where improvements are needed.



About Amtelco

Amtelco is a family-owned software company that provides fast, secure, and reliable communication solutions for healthcare, contact centers, and other organizations looking for immediate and reliable connections. Since 1976, customers have trusted Amtelco to provide the technology, the tools, and the five-star after-the-sale support to optimize communication and connection—when it matters most.

