

ONLYX



datapac[®]

New dimension to your data

ONYX

analytics
services
by datapac

Speed up your processes

Take advantage of our comprehensive ONYX solution and save your operator's time, evaluate topics and their development over time, and give management a better insight into the performance of your subordinates.

The processing of audio recordings and text analytics provides transparent reporting and easy call searching.

Get to know your customers

Analyse key information from your customers. Better understand their intent and make more efficient business decisions.

ONYX delivers the extensive understanding you need to reinforce customer loyalty and purchase behaviour. ONYX allows you to capture more details and specificity and create a more complete, detailed customer overview.

Boost your security

Avoid becoming a fraud victim and protect your finances. ONYX solution services are especially important for banks, call centres and insurance companies.

Enhance security measures via ONYX's ability to create blacklists based on biometry technology. The system reveals fraudsters hidden behind multiple identities.

Increase your revenue

Reveal opportunities and convert them into significant time and money. Become extremely responsive to the latest market demand and extend your cross-sell potential.

ONYX tracks customer engagements and employee performance and helps you analyse your business performance.

ONYX lets you create a wide range of relevant business uses in a short time. We prepare and deliver personalized projects according to clients' requirements.

Business use cases

Customer identification

- Biometric authentication
- Use voice print database
- Identify caller in to 6s

Call script alignment

- Control your agents
- Define communication scenarios
- Speed up onboarding

Fraud detection

- Prevent money loss
- Create blacklists
- Simplify and boost your security
- Enact proactive anti-fraud measure

Revenue generation

- Collect customer insights
- Boost sales through up-sell & cross-sell
- Develop proactive retention

Process performance

- Increase agent performance
- Enhance agent skills
- Eliminate invalid calls
- Detect key information

Business reporting

- Analyse demographic data
- Discover new analytical possibilities
- Trend prediction
- Optimize campaign targeting

Supported technologies

Speech transcription

- Full-text search
- Read and scan instead of listening
- Faster reporting
- Accelerate customer check-in
- Improve customer experience and satisfaction

Keyword spotting

- Word cloud population
- Key word counting
- Key word filtering

Sentiment analysis

- Feedback evaluation of positive and negative words
- Sentiment score calculation
- Sentiment trend analysis

Dialog analysis

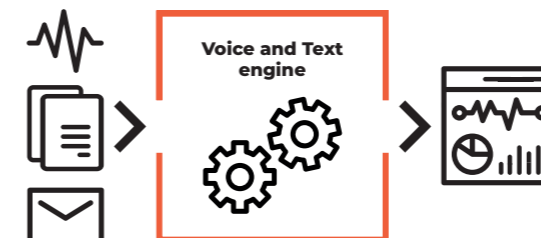
- Monolog/dialog analysis
- Cadence of words
- Jumping into speech
- Time analysis

Voice detection

- Age identification
- Sex identification
- Language (dialect) identification

Text analytics

- Feedback indexing
- Lemma-based search
- Content categorization
- Topic identification



20+

Supported languages

99,9%

Biometric accuracy

100%

Control of your agents

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Datapac has more than 20 years of experience with innovation. The company's main activity is the development and implementation of information systems for the management of retail networks and advanced analytics services. We keep pace with the latest trends and technologies and support our customers with professional service. We are a strong and reliable partner on the European market.

Contact us for more information

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