



UTOPY Revolutionizes Contact Center Performance Optimization with the Release of SpeechMiner® 6.0 and OutPerform™ 6.0

New Targeted Coaching Application is Powered by the New Web 2.0 Speech Analytics Platform

San Francisco, CA — UTOPIY, Inc., the leading provider of Customer Intelligence and Performance Optimization solutions powered by Speech Analytics, today announced the availability of UTOPIY SpeechMiner® V6.0 and UTOPIY OutPerform™ V6.0—the latest versions of its award-winning flagship Speech Analytics product and ground-breaking Contact Center Performance Optimization solution, respectively.

This new release signals a major milestone for UTOPIY as it evolves from a pure-play Speech Analytics provider to an end-to-end Performance Optimization and Customer Intelligence solution provider. It was designed from the ground up – leveraging actionable insights from the call content and the interaction itself to drive contact center performance management, quality monitoring, coaching and workforce management processes centered around the contact center key performance indicators (KPIs). These analytics-driven workflows trigger alerts and recommendations for process and people improvement; and the subsequent actions taken are further tracked and the results measured for closed-loop continuous refinement.

“UTOPIY is leading a new charge in Performance Management through its turnkey, closed-loop, KPI-driven solution of ‘insight-recommendation-impact’ that has already seen significant KPI improvements in live deployments,” said Keith Dawson, Principal Analyst at Frost & Sullivan. “Unlike traditional quality monitoring and performance management

applications, UTOPIA leverages the voice of the customer (via speech analytics) to drive processes and resources within the contact center to achieve the ultimate goals of quality and cost.”

Targeted, Performance-Based Coaching Driven by Speech Analytics

OutPerform V6.0 is the Contact Center Performance Optimization solution that is built on top of SpeechMiner V6.0. It leverages the voice of the customer as the driving force behind all contact center processes and collaborative workflows. It optimizes contact center performance by discovering the drivers of contact center KPI's. It predicts customer behavior with speech metrics as early indicators, and creates a roadmap for process refinement and employee development. OutPerform V6.0 also offers role-based dashboards, collaborative workflows, rule-based alerts, and proactive recommendations on who, what and why an action needs to be taken.

The new OutPerform Coaching V6.0 application enables targeted, performance-based coaching driven by SpeechMiner's Speech Analytics. It automatically determines who needs which specific type of coaching or self-learning. It enables the scheduling of coaching sessions and populates the session with the appropriate call lists for review, and monitors the progress. This ability to align coaching and performance management with contact center KPIs through speech metrics enables coaching effectiveness, employee empowerment and operational efficiency.

Web 2.0 Plug-and-Play User Interface Sets Industry Standard

SpeechMiner V6.0 Web 2.0 platform makes for easy configuration, added flexibility and simple deployment. It comes with state-of-the-art dashboards that offer multiple and preset views, permission controls and a subscribe-and-publish capability. The new architecture also comes with plug-and-play widgets and multimedia support for Flash, videos and RSS feeds. In addition, SpeechMiner V6.0 offers broader call monitoring

capabilities, search summaries, dynamic and static call lists, permalinks and a messaging widget.

“With these latest enhancements to SpeechMiner® and OutPerform™, we have expanded the capacity of our customers to seamlessly delve further into customer-agent interactions in order to extract critical information that can be leveraged to optimize Contact Center performance, drive new revenue streams and expedite ROI, which is especially critical in today’s business climate,” said Roy Twersky, President and CEO of UTOPLY. “With UTOPLY solutions, our customers realize immediate value from speech analytics more rapidly than ever before, which is precisely why we continue to invest so heavily in research and development.”

About UTOPLY

UTOPLY provides award-winning Customer Intelligence and Performance Optimization solutions powered by Speech Analytics, delivering the Voice of the Customer to enterprise decision-makers. With UTOPLY solutions, free-flowing human conversations are transformed into actionable insight to strategically enrich the customer experience, optimize contact center performance, improve sales effectiveness and uncover competitive threats. UTOPLY customers include innovative market leaders in financial services, insurance, healthcare, telecommunications, outsourcing, and retail.

Headquartered in San Francisco, CA, with offices worldwide, the UTOPLY team has extensive experience in speech analytics, business intelligence, contact center operations and business process improvement. For more information, visit www.utopy.com or www.speechanalytics.com or call 866.44.UTOPLY (866.448.8679).

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