


Enable supervisors and quality analysts to immediately respond to any ongoing call with EurekaLive.

EurekaLive automatically monitors in progress calls for the presence or absence of specific language or acoustic characteristics. This real-time alerting system enables supervisors and quality analysts to review occurrences of events and infractions such as escalation attempts, the use of profanity, or the absence of compliance scripts. Analysts or supervisors can also immediately intervene when appropriate. The result is reduced risk associated with compliance and increased customer retention and satisfaction.

**EurekaLive!**  
REAL-TIME PERFORMANCE MONITOR

1 Analysts are currently on 4 line. [Logout](#)

**Next Call** **INTERVENE**




Call Data <b>1</b>	Time	Infraction <b>2</b>	Age	Snippet <b>3</b>
CallID: 400012.wav.08... Agent: S. Nichols Ext: 88334 Cust: Wobbly Dan Acct: 238976883  Duration <b>0m49</b> Total Infractions <b>4</b> 	0m30	Escalation		0m1  put me through to a <b>supervisor</b> 0m20  I'd prefer to speak with your <b>supervisor</b>
	0m30	Agent Abusive Language		0m1 <b>you're pathetic</b> you can't make at least the minimum payment
	0m42	Over Talk		<b>over talk</b>
	0m46	Customer Abusive Language		<b>you people</b> are a bunch of <b>thugs</b>

Alerts queue: 1 in review 0 in queue

## EurekaLive Features:

- 1** A call containing an infraction is pushed to the analyst's screen. Call information includes metadata, current duration, and infraction count.
- 2** Infractions which have occurred on the call are listed in chronological order, along with time of occurrence and an at-a-glance age indicator.
- 3** The snippets (bite-size segments of spoken words) which caused each infraction are available for reading and playback.
- 4** After evaluating a call an analyst can choose to take no action (Next Call), or begin intervention procedures (Intervene).

email: [sales@callminer.com](mailto:sales@callminer.com)  
web: [www.callminer.com](http://www.callminer.com)  
call: (781) 547-5666

 [linkedin.com/company/CallMiner](https://linkedin.com/company/CallMiner)  
 [facebook.com/CallMinerInc](https://facebook.com/CallMinerInc)  
 [twitter.com/CallMiner](https://twitter.com/CallMiner)

