



Building great customer experiences since 1972

Coordinated Systems, Inc.

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CSI's Speech Analytics engine bolsters enterprise-wide quality for Automated Collection Services

Coordinated Systems, Inc. (CSI) and Automated Collection Services, Inc. (ACSI) announced Virtual Observer Call Insight Speech Analytics will be implemented in ACSI's headquarters contact center. The phonetic speech engine will be a tool used to facilitate rapid detection of trends in the contact center, which will assist in helping to ensure customer objectives are met.



ACSI desired a comprehensive recording solution which would reduce training cycle times and provide analytics to drive faster and better business decisions. After evaluating several potential vendors, ACSI selected Virtual Observer based on the reputation of CSI, the wide range of features available out of the gate, as well as the low cost of ownership projected over five years.

The speech engine provided by CSI also helps ACSI meet compliance standards by drawing attention to potential high-risk calls. "Call Insight Speech Analytics basically does the listening for you, detecting those critical keyword phrases you're looking for," offered Rich Marcia, Director of Marketing for CSI, "and agent training opportunities abound."

Call Insight offers dynamic dashboard reporting, which can present critical metrics in a variety of ways, including graphical, word cloud, or more traditional bar and line charts. Each user can personalize their dashboard view to their specific needs, and drill down to actually play calls back and launch an evaluation for the event.

Virtual Observer is a robust workforce optimization solution which connects to ACSI's ShoreTel phone system, allowing ACSI to leverage call recording for their compliance and quality processes. Beyond simple call recording, the solution enables ACSI to record screen activity, evaluate the entire interaction, run performance and trending reports in a dashboard environment, encrypt calls to protect sensitive data, and also run speech analytics on every call recorded.

"VO is a game changer for us, really bringing our compliance efforts to an industry-best level, as well as enabling us to further differentiate ourselves from the competition in terms of observing an enterprise-wide quality model," added Don Taylor, the President of ACSI.

About CSI

Coordinated Systems, Inc., (CSI), enjoying our 40th year in business, has thrived on building high-quality, long-term relationships with customers and partners. CSI's flagship product, Virtual

Observer (VO), is a call recording and workforce optimization solution for contact centers. VO supports Avaya, Cisco, NEC, Mitel, ShoreTel and many other leading phone systems. VO provides an extremely high value to price and tremendous customer satisfaction.

About Automated Collection Services, Inc.

Automated Collection Services, Inc. (ACSI) was established in 1988 as an accounts receivable management company. ACSI provides total recovery management services to the education, healthcare, government, and private-sector markets on a national basis. Our strong client relationships; the long tenure of our employees' service records; solid, experienced leadership; and excellent results have established ACSI as a financially sound company with a reputation for delivering on our promises, providing top-notch customer service to both our clients and their consumers, and performing as a top-tier agency.

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