

# Transform Passenger Interactions with Amach Live and Post-Call Analytics

Amach's Live Call Analytics (LCA) and Post-Call Analytics (PCA) empower airlines to proactively resolve passenger issues, enhance service quality, and improve compliance through real-time and post-call insights. Leveraging AI-driven analytics, these solutions turn every interaction into actionable data, ensuring operational excellence and exceptional passenger experiences.

## Problem Statement

For many airlines, effective customer service and contact center operations face critical obstacles, such as limited insights, inefficient processes, and scalability challenges. Live and Post-Call Analytics by Amach resolve these issues for airlines by leveraging real-time and post-call insights to transform passenger interactions into actionable data:

	Problem:	Solution:
<div>Limited Insights into Passenger Interactions</div> <div></div>	<div>Agents may lack the guidance to handle difficult situations or improve their skills due to insufficient feedback.</div>	<div>Real-time transcription and sentiment analysis provide instant insights into passenger intent, sentiment, and topics, enabling immediate action.</div>
<div>Inefficient Quality Assurance Processes</div> <div></div>	<div>Evaluating a small sample of calls limits the ability to spot trends.</div>	<div>Post-call analytics comprehensively analyze all interactions to uncover trends and assess performance.</div>
<div>Delayed Resolution of Passenger Issues</div> <div></div>	<div>Escalations and callbacks regularly occur due to poor real-time visibility of issues.</div>	<div>Live analytics empower agents to resolve issues during calls, boosting first-call resolution rates.</div>
<div>Compliance and Risk Management</div> <div></div>	<div>Monitoring for regulatory adherence and internal airline policies is resource-intensive.</div>	<div>Automated detection of compliance-related keywords or phrases ensures adherence to regulations.</div>
<div>Scalability Challenges</div> <div></div>	<div>Growing contact centers struggle with consistent service quality as volume of calls increase.</div>	<div>AI-driven analytics maintain consistent standards regardless of call volume.</div>
<div>Missed Opportunities for Passenger Insights</div> <div></div>	<div>Airlines may fail to identify trends in passenger behaviour, feedback, or emerging issues from call interactions.</div>	<div>Post-call analytics extract actionable insights from conversations, enabling airlines to refine products, improve services, and adjust processes based on passenger feedback.</div>
<div>Suboptimal Agent Performance</div> <div></div>	<div>Agents may lack the guidance to handle difficult situations or improve their skills due to insufficient feedback.</div>	<div>Real-time coaching during calls provides immediate guidance, while detailed feedback from post-call analysis empowers agents to enhance their performance and develop skills for future interactions.</div>

# LCA & PCA Features

Live and Post-Call Analytics leverage AI and machine learning to analyze passenger interactions both in real-time and after calls. These powerful tools are designed to enhance the passenger experience, streamline operations, and boost agent performance, delivering measurable impact across every touchpoint.

## Live Call Analytics Features

### Real-Time Transcription:

Converts voice to text in real time for better context

**Sentiment Analysis:** Gauges passenger sentiment (positive, negative, or neutral) in real time.

**Agent Assist:** Provides live suggestions and next best actions based on conversation context.

**Keyword Spotting:** Detects phrases and keywords that trigger predefined actions.

**Compliance Monitoring:** Tracks adherence to regulatory and specific airline policies in real time.

**Alerting & Escalation:** Automatically triggers alerts to supervisors on potential issues.

**CRM Integration:** Updates passenger records automatically during interactions.

## Post-Call Analytics Features

**Call Transcription Storage:** Archives transcriptions for easy retrieval and future review.

**Sentiment Analysis:** Summarizes emotional tone and trends helping identify patterns and recurring issues.

**Call Categorization:** Organizes calls into topics/issues based on conversational content, e.g. billing or tech support.

**Compliance Review:** Verifies agent adherence to mandatory scripts.

**Quality Scoring:** Automates agent performance evaluations on metrics like empathy, resolution time, and adherence to policy.

**Trend Analysis:** Aggregates data to identify passenger pain points, agent training needs and improvement areas.

**Feedback Integration:** Merges analytics with post-call surveys for end-to-end passenger experiences.

**Reporting Dashboards:** Displays analytics for performance monitoring and strategy development.

**Speech-to-Text Enhancements:** Improves the handling of different accents and noisy environments.

## Combined Benefits of Live and Post-Call Analytics

**Operational Efficiency:** Identify bottlenecks and streamline processes.

**Improved Passenger Experience:** Proactively address issues in real time for higher satisfaction.

**Enhanced Agent Performance:** Improve training with real-time and post-call feedback.

**Reduces Compliance Risk:** Minimize legal risks with real-time and post-call monitoring.

**Data-Driven Decision-Making:** Leverage insights to refine strategies and services.

## Ready to Learn More?

Deliver Seamless Customer Service with Amach's Live and Post-Call Analytics.

Contact Us Today



amach.com



14 Clanwilliam Square  
Dublin



sales@amach.com