



# Better customer conversations powered by real-time intelligence

Learn how MosaicVoice:

- ✓ Ensures conversations stay on message and compliant with real-time agent guidance
- ✓ Monitors performance at scale by leveraging AI to QA 100% of customer calls
- ✓ Proactively surfaces performance trends and suggest individualized training opportunities

*Serving customers in industries including: financial services, healthcare, insurance, hospitality, utilities, BPO, retail, consumer services, and more.*

# Adapting to outperform

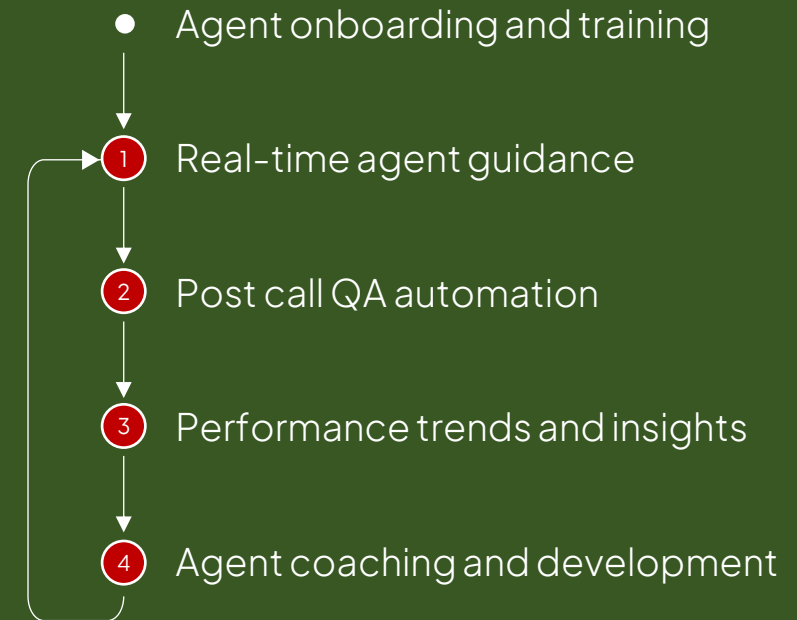
Innovations in artificial intelligence and the ability to accurately and cost effectively guide agents through customer conversations in real-time have dramatically reshaped what is possible.

These innovations touch every corner of the call center:

- Training
- Coaching
- Customer calls
- Scoring / QA
- Management

# A holistic approach to quality and compliance

MosaicVoice is an end-to-end solution powering outperformance at every step of the agent experience



# Make every agent your best agent

MosaicVoice...

- ✓ listens to every call, in real-time
- ✓ ensures conversations stay on message
- ✓ leaves room for agents to build rapport
- ✓ prompts agents with responses to customer objections
- ✓ monitors agent and customer tone
- ✓ instantly identifies compliance violations

...and integrates with your existing tech stack (dialer, CRM, analytics platform)

Status Ready

< Close prompt library

Information gathering!

☒ Hi, this is Sarah, I'm excited to welcome you to NewEra Analytics! I'll be the one guiding you through every step of the onboarding!

☒ Before we jump into it, I'm going to drop my contact information in the chat - please reach out with any questions!

☒ Let me start by asking a few simple questions. Have you worked with a solar capacity analytics solution previously?

Yes

No

Not sure

☒ That's awesome, it's always good to work with people that have a baseline understanding of what software analytics can do.

☒ Before we jump into the nitty-gritty, help me learn a bit more about you guys, what are the biggest pain points you're looking to solve?

quarter. Obviously, we know the story <laugh>, but we want to take him the data. Does that make sense?

☐ That's great to hear. Those are all things we can definitely be helpful with!

Search by word or phrase

Customer focused on managing costs!

Cost is always important. What we can do is set up a dashboard that tracks your grants over time. This should give you some insight into where the dollars are going. Does that sound good?

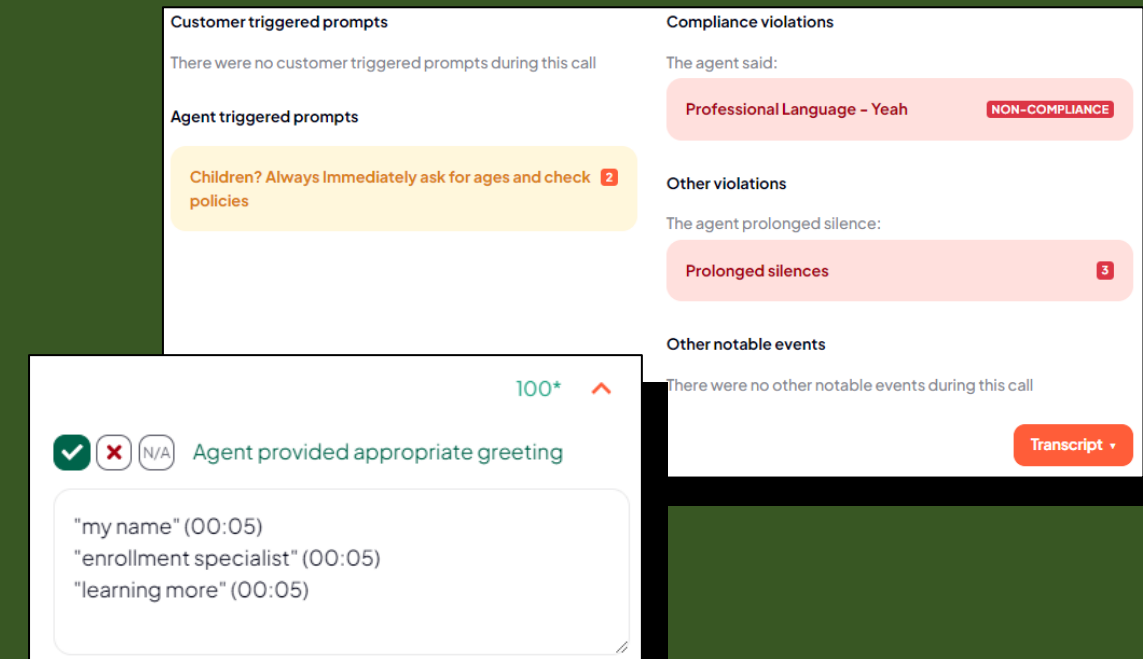
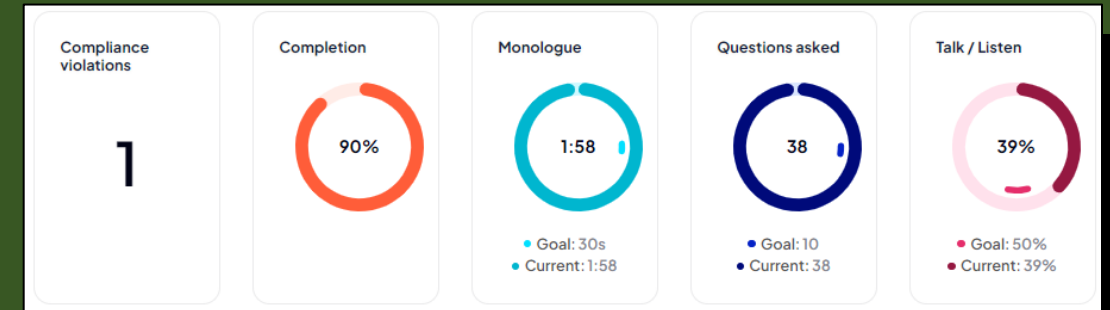
# Get unparalleled visibility into call performance

MosaicVoice...

- ✓ scores 100% of customer calls using AI
- ✓ allows users to develop fully customized scorecards
- ✓ measures soft-skills and message delivery

...and uses generative AI to...

- ✓ summarize every customer conversation
- ✓ identify call drivers
- ✓ extract conversation topics
- ✓ suggest areas of opportunity for agent development



# Extract game-changing insights with a click

MosaicVoice...

- ✓ offers highly customizable “drag and drop” reporting
- ✓ tracks and summarizes KPIs across all agents and groups
- ✓ identifies trending discussion topics and call drivers
- ✓ compares performance across user groups / teams
- ✓ allows for automatic data exports
- ✓ proactively surfaces areas of opportunity and development

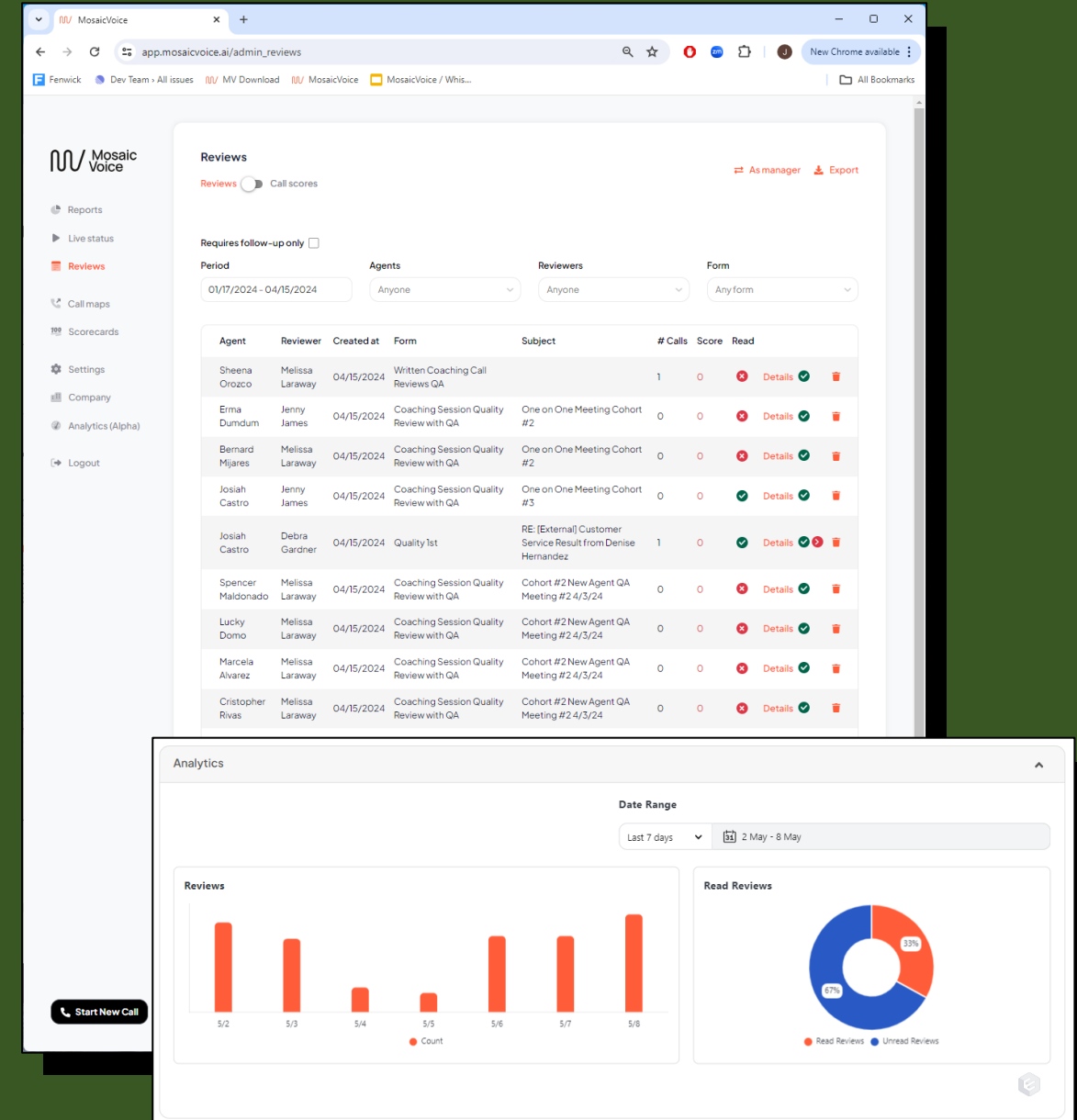
...all with the support of a dedicated customer success leader



# Uplevel your agents with intelligent reviews

MosaicVoice...

- ✓ provides customizable review templates
- ✓ allows reviewers to attach calls directly to review forms
- ✓ enables managers to track agent development over time
- ✓ tracks reviews for follow-up
- ✓ ensures agents read and acknowledge reviews







# Results you can measure

## Drivers

Revenue

+37  
%

Upsell reminders, improved objection management

QA Cost

(26%)

Auto scoring, real-time alerts, analytics and insights

AHT

(21%)

Agent prompts, knowledge management, reduced hold time

Compliance Violations

(78%)

Real-time tracking and prompts, clear guidance

Training Time

(70%)

Real-time knowledge management, contextual prompts

# Data privacy FAQ



## Is MosaicVoice secure?

Yes. MosaicVoice holds a number of compliance certifications including SOC2 Type II, PCI DSS, HIPAA, GDPR and others. All data is encrypted at rest and in transit. MosaicVoice regularly undergoes audits to ensure ongoing compliance and best-in-class security practices.

## Is MosaicVoice recording my calls?

By default, MosaicVoice creates and securely stores call recordings. All audio files and transcripts have PII, HIPAA, and sequential numbers redacted. Note that clients have the option not to save the call recording if desired.

## Who owns the call recordings?

The client owns all rights, title, and interest in and to the call recordings.

## Is MosaicVoice using client conversations to further build its AI models?

No.



## How are my calls being processed?

Audio is streamed in real-time to a transcription engine where it is converted into text. The audio is then sent to MosaicVoice and stored in a PostgreSQL database, hosted on Heroku (AWS) for further processing.

## Who has access to call recordings?

From MosaicVoice: A limited number of database engineers and customer success team members are able to view client data.  
From the client: Users are assigned permission levels that dictate scope of access

## How long are my recordings saved?

The period of retention is decided by the client. If given no instruction, MosaicVoice will store call recordings for the entirety of the client engagement.

