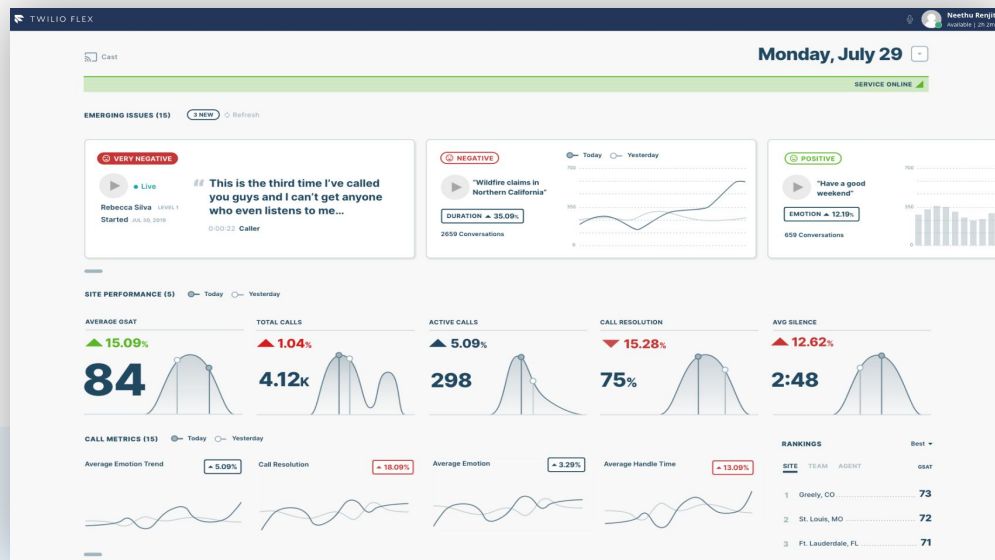Gridspace

Gridspace Sift

Gridspace Sift allows prommagable voice and flex users to integrate real-time call scanning, analytics, and automation with one click. The solution allows customers to scan over 50,000 concurrent calls and automate hundreds of voice tasks. With Gridspace Sift, customers can quantify and visualize every sales and service call.

"A very disruptive technology [that] can bring significant change to our processes"

Mariano Belinky

Global CEO, Santander Asset Management

Secure and support remote agents

Live, full feature dashboards

Get visibility into your contact center operation with ready-made graphs & metrics

Granular sales & service data

Identify a customer's intent, qualifications, objections and satisfaction level in real-time

Automated coaching

Give agents and managers timely feedback and rankings based on all calls

Real-time answers

For the entire contact center team

Gridspace

When the contact center is the primary touchpoint with customers, agents and managers feel the pressure. Gridspace Sift supports teams with powerful conversational tools, so they can adapt and care for customers in any environment.

☹ NEGATIVE

○— Today ○— Yesterday

700

▶ "Wildfire claims in Northern California"

350

DURATION ▲ 35.09%

13809 Conversations

0

12:31am   2:31am   4:31am   6:31am   8:31am

What you can do with Gridspace Sift

- Get detailed agent metrics, customer demand signals and call attributes

- Check technical compliance procedures and redact sensitive spoken data

- Discover urgent issues that impact operations and customer relationships

- Give agents timely feedback and rankings based on all calls

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▣ Square

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Gridspace

Gridspace Relay

Gridspace Relay allows flex and programmable voice users to integrate real-time agent guidance and macro automation. The solution allows customers to push relevant content and desktop actions to contact center agents. With Gridspace Relay, customers can improve sales productivity, customer satisfaction, and technical compliance metrics.
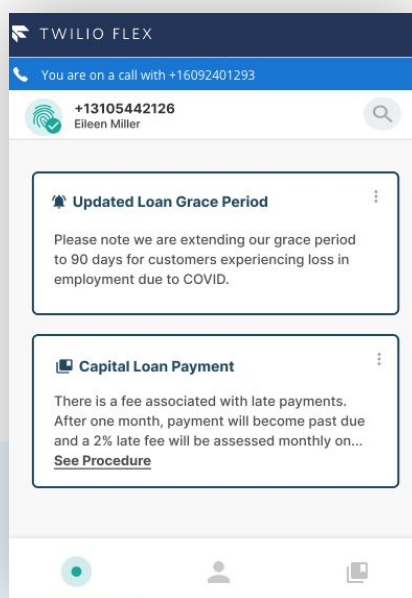
"You need to have really great data about....why I'm quitting you decisions vs. why I'm staying with you decisions."

Michael Callahan
Former Head of Customer Experience at Hulu

Improve call outcomes in real time

Real-time agent guidance

Equip your agents with real-time guidance that appears on their desktop.

Automated desktop macros

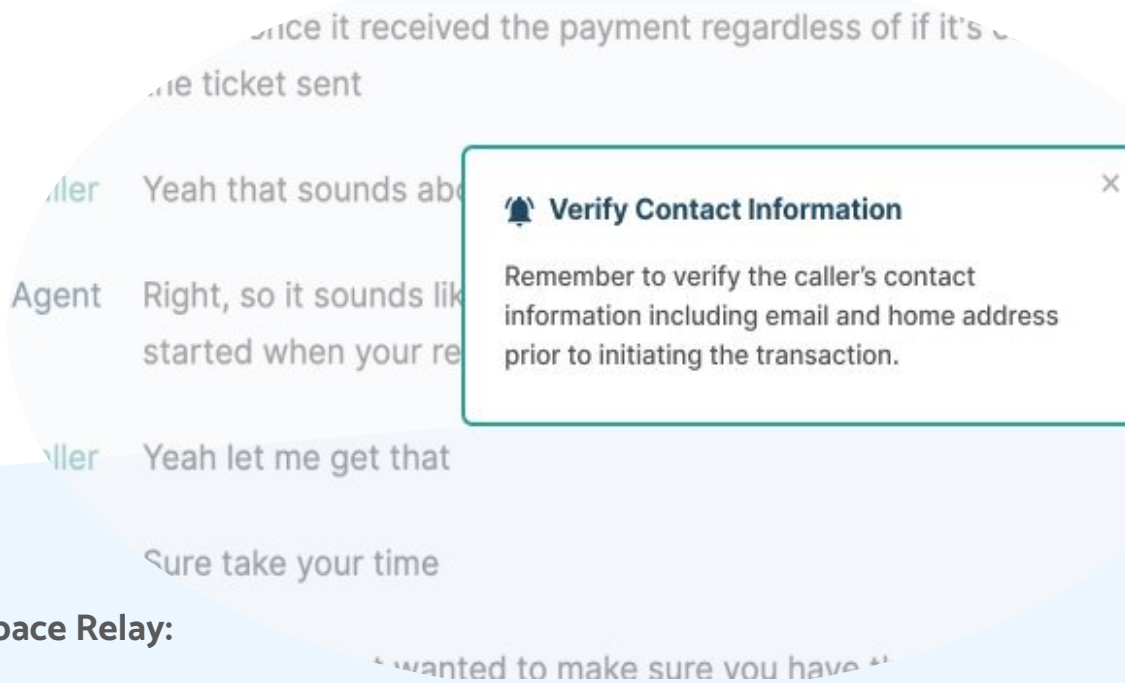Reduce handle times by accelerating agent desktop tasks and macros

No-code intent mapping

Point-and-click to index new agent materials and map intents to calls

Agent Superpowers

On every call, on demand

Gridspace Relay is a skillful voice cobot that puts relevant content and actions in front of your contact center agents. It works with your existing procedures, macros, scripts & knowledgebase articles..

...nce it received the payment regardless of if it's ...
...ne ticket sent

...ller   Yeah that sounds abc...

Agent   Right, so it sounds lik...
         started when your re...

...ller   Yeah let me get that

...Sure take your time

...wanted to make sure you have ...

🔔 Verify Contact Information

Remember to verify the caller's contact information including email and home address prior to initiating the transaction.

What you can do with Gridspace Relay:

- Increase sales productivity with objection and product guidance

- Drive up customer satisfaction by recommending validated resolutions

- Reduce call handle times by eliminating information lookup delays and holds

- Clarify brand values and procedures for new agents

- Protect customer relationships with anti-churn procedures

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gridspace_offers_free_trials

twilio

Gridspace

Voice Biometrics

Gridspace Voice Biometrics allows Flex and programmable voice users to integrate real-time voice verification into their Flex contact centers with one click. The solution allows customers to quickly enroll and verify callers. With Gridspace Voice Biometrics, customers can streamline customer authentications and reduce fraud.

"Cybercrime is the new normal. It's critical for all consumers to remain vigilant in protecting their online identity and financial situation"

Gary McAlum

CSO & SVP, USAA

Protect your callers and conversations

Live or historical enrollment

Enroll agents and customers in the program in mere seconds via API or a click

Bank-grade security

Defend against novel attacks by analyzing both voice and semantic patterns.

Continuous authentication

Verify the speaker through the entire call, track handoffs to family member or attackers

Bank-grade confidence

Protect against inside and outside attacks

Gridspace

Many legacy voice biometric systems rely on non-voice signal processing and third-party data to mask performance issues. Gridspace voice biometrics work continuously on speech signals to provide bank- grade security without third-party dependencies.

.o Collection ▼   ENROLLING...

× ☐ Show Ann
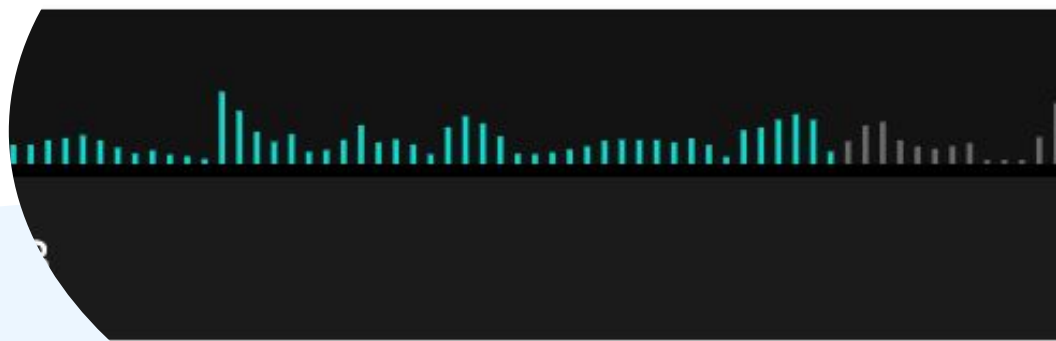
What you can do with Voice Biometrics:

- Create opt-in voiceprints for customers and agents

- Verify callers by voice no matter what number they use

- Flag handoffs to family members or unauthorized persons

- Document voiceprints on binding voice transactions

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