Tethr®

Improve your operational efficiency and anticipate service needs with AI

+ Reduce customer journey friction in the contact center

+ Drive self-service without sacrificing customer relationships

+ Identify areas to reduce operational costs

+ Proactively identify trends that will affect your contact center resources

Meet Tethr

Tethr is a conversation intelligence platform that helps contact center and customer experience leaders in the utilities industry optimize call center performance and quality, take action on customer insights, improve self-service channels, and increase revenue. Tethr deploys machine learning models and natural language processing to identify key areas of customer sentiment, unbiased service feedback, and agent coaching opportunities across 100% of customer interactions.

Tackle the biggest contact center & customer experience challenges:

Quantify interaction data: As a customer experience or contact center leader, you're challenged with gathering actionable data from your customer interactions. **Your teams can use Tethr to obtain actionable insights across 100% of customer interactions within minutes.** Armed with these insights, you can inform customer experience and service quality at scale.

Optimize agent performance: Monitoring agent performance at scale across multiple channels is necessary but difficult. **Use Tethr to automate quality analysis and surface coaching insights that will help improve agent performance much faster than manual call review.**

Improve and scale self-service: Customers want self-service options and more autonomy to solve their own service or account issues. Utility companies need to provide these self-service channels to help customers resolve their issues without having to switch channels. By using Tethr, your teams can gain insights into your customers' experiences with self-service channels and make changes to improve service delivery and customer satisfaction.
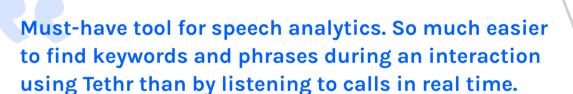
Benefits of using Tethr

Automate quality assurance: Automatically analyze 100% of your customer interactions to reduce time spent on manual quality analysis and increase visibility into agent performance.

Improve agent training: Analyze agent behaviors individually and as a team to identify coaching opportunities and improve service delivery.

Reduce costs to serve: Improve self-service and boost customer satisfaction by measuring the effectiveness of self-service channels.

Act fast with timely insights: Identify key moments of customer feedback around trends that may impact your contact center and business.

> **Must-have tool for speech analytics. So much easier to find keywords and phrases during an interaction using Tethr than by listening to calls in real time.**

David Glaze, QA Lead Analyst at Vistra Corp

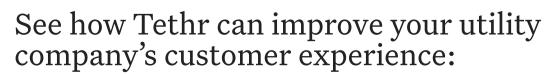### QUICK WINS WITH TETHR FROM A UTILITIES INDUSTRY CUSTOMER:

400%
increase in paperless billing script compliance

300%
increase in paperless billing conversion

250%
projected first-year cost savings

See how Tethr can improve your utility company's customer experience:

Schedule a demo at **tethr.com/demo**.