

IVR Voice Based Surveys™ an Automated Call Center Voice Transcription is no longer a nice-to-have, its an essential component of Omni-channel CX solutions.

AUTOMATED VOICE TRANSCRIPTION COMBINED WITH TEXT ANALYTICS DELIVER CX INSIGHTS

PinPoint's robust and scalable IVR survey platform can manage millions of interviews simultaneously based on proprietary software and a state-of-the-art hosting infrastructure that is continually upgraded for security, compatibility, reliability, and scalability. Pinpoint offers real-time field monitoring, API integration, real-time data availability, and 99.9% system uptime. IVR surveys are available for most languages and geographic markets.



For more than 30 years, PinPoint Research has pioneered Voice Based Research™ hosted technology products, including IVR Voice Based surveys, and ASR Auto-transcription data processing solutions. PinPoint's products enable the rapid integration of highly sophisticated IVR—as well as voice driven mobile customer experience data collection—to support the omni-channel needs for any business.



MaritzCX combines the big-data capabilities of award-winning technology with strategic industry experience, skilled research, and comprehensive expert services and program management. The MaritzCX platform is unmatched in the industry, delivering omni-channel data collection, reports and dashboards, text and social analytics, case management, action planning, data mining, predictive analytics, open APIs, and integration with other business-critical systems.

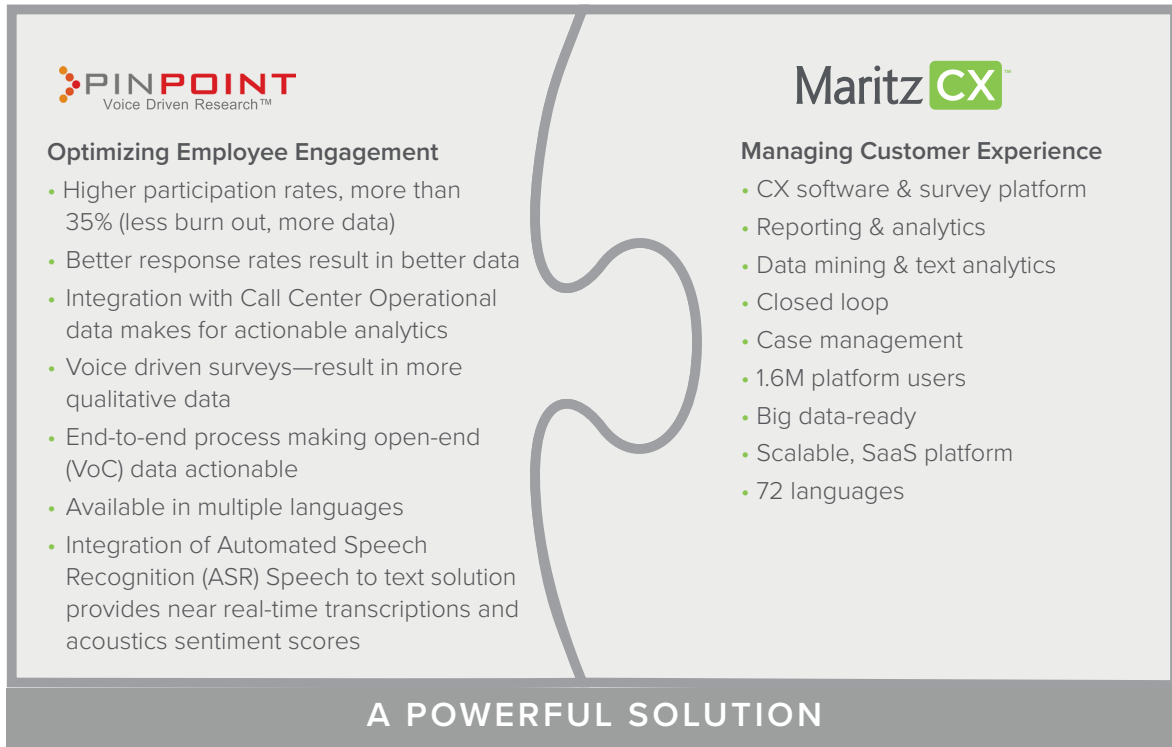
TWO OF THE BEST JOIN FORCES

MaritzCX and PinPoint Research provide over 40 years of pioneering customer experience (CX) solutions, industry expertise, and award winning technology. Together, they offer an end-to-end CX solution that delivers robust and scalable platforms, real-time voice of the customer surveys and Speech-to-Text data processing technology that hands businesses the tools and expertise they need to move the CX needle.

Outbound IVR voice surveys have a response complete rate between 20%-35, compared to email surveys that have response rates in the single digit range.

UNMATCHED EXPERIENCE

The years of experience between MaritzCX and PinPoint are unmatched in the industry, and offer a unique opportunity that can be applied to help accelerate your CX strategy.



PINPOINT
Voice Driven Research™

Optimizing Employee Engagement

- Higher participation rates, more than 35% (less burn out, more data)
- Better response rates result in better data
- Integration with Call Center Operational data makes for actionable analytics
- Voice driven surveys—result in more qualitative data
- End-to-end process making open-end (VoC) data actionable
- Available in multiple languages
- Integration of Automated Speech Recognition (ASR) Speech to text solution provides near real-time transcriptions and acoustics sentiment scores

Maritz CX™

Managing Customer Experience

- CX software & survey platform
- Reporting & analytics
- Data mining & text analytics
- Closed loop
- Case management
- 1.6M platform users
- Big data-ready
- Scalable, SaaS platform
- 72 languages

A POWERFUL SOLUTION

ACCELERATE YOUR RESULTS

PinPoint Research delivers a supportive methodology to specify best practices for call center transaction surveys and support of bidding and solution consulting at every stage. PinPoint is the first to integrate Speech-to-Text into an end-to-end IVR survey solution with near real-time transcription and data processing for fast analysis and review.

To demo a product or to contact MaritzCX call

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MaritzCX believes organizations should be able to see, sense and act on the experiences and desires of every customer, at every touch point, as it happens. We help organizations increase customer retention, conversion and lifetime value by ingraining customer experience intelligence and action systems into the DNA of business operations. **For more information, visit www.maritzcx.com.**

MaritzCX partners with PinPoint Research to provide Speech to Text auto transcription solutions. With over 30-years' experience, PinPoint Research pioneered voice driven data collection for consumer survey research. Today its proprietary IVR and Speech-to-Text data processing technology solutions enable real-time voice of the customer solutions for call center and retail consumer experience applications.