

KEY ADVANTAGES

- Improve Call Quality
- Flag Risk & Compliance
- Monitor Sentiment
- Monitor Empathy
- Improve Brand Loyalty
- Measure Impact
- Customer Experience

DATA OUTPUTS

- Heat Maps
- Frequent Phrases
- Words in Cloud Map
- Sentiment Awareness
- Tonal Awareness
- Visual Representation

KM² Solutions provides cutting edge analytics solutions through our inContact platform. This industry-leading, artificial intelligence (AI) powered tool identifies trends across all customer interactions in an omnichannel environment.

By using natural language processing, keywords, and tonality, each interaction can be monitored to assess what transpired, the outcomes, and to evaluate the overall customer experience.

This data is used to facilitate improvements in customer satisfaction by identifying training and education opportunities to improve operational efficiencies and detect potential risk and compliance issues.

Interaction Analytics Overview:



Improve
Customer
Experience



Target
Operational
Improvements



Detect
Risk & Compliance
Issues

KM² Locations:

- Barbados
- Colombia
- Dominican Republic
- Grenada
- Honduras
- Saint Lucia



Why KM² Solutions?

KM² Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions, including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.