

How Balto's Call Explorer Allows Managers To See Into Those Blind Spots

Tuesday, November 15, 2022

Welcome to today's webinar! We will begin shortly.

Welcome to Today's Webinar!

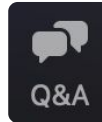


Kevin Wallis

Director of Customer Enablement @ Balto
Webinar Host/Moderator



Today's session will be about **30 minutes** with time for **Q&A**.



Use the **Q&A button** on your screen to submit questions.



All registrants will receive the **video recording** and **slides** following the broadcast.

Today's Guest Speaker



Kyle Jones

Director of Product @ Balto

Agenda

- The Inspiration
- What is Call Explorer?
- Quick Demo
- When can I use it?

The Inspiration – Real Time Coaching

- RTC hyper focused manager's time by calling their attention to the moments that matter
- What about the calls I can't get to in real time?

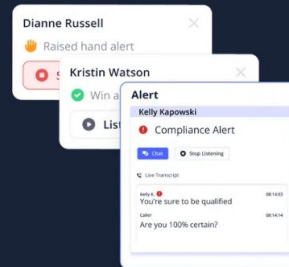
Triggers & Alerts

Never miss key moments on calls.

Triggers monitor your agents' conversations for positive, negative or informative events. Set triggers for phrases, keywords or soft skills by selecting from a customizable catalog.

When triggers are set off, managers instantly receive an alert to see which calls need coaching.

Alerts		Create Alert
Name		Actions
Test alert	<input type="checkbox"/>	
Win Alert	<input checked="" type="checkbox"/>	
Compliance Alert	<input checked="" type="checkbox"/>	
Raised Hand	<input checked="" type="checkbox"/>	
Profanity	<input type="checkbox"/>	
Resolution Complete	<input type="checkbox"/>	



Live Listen

Join the right calls within seconds.

Live Listen allows you to join calls that triggered an alert with a single click.

When joining calls, managers get a real-time transcript of the conversations to understand what led to the alert.

Introducing Call Explorer

- Audio Player
- An improved & full transcription.
- Playbook Event Timeline anchored to the exact location of the transcript & audio

The screenshot displays the Call Explorer interface, which is divided into two main sections: an Event Timeline at the top and a transcript view at the bottom.

Event Timeline: This section features a horizontal timeline with a play button and a 10-second navigation slider. The current time is 0:23 / 2:21. Below the timeline are five tracks: Checklist, Deck, Notifications, and Post Call. The Post Call track shows four yellow markers. A 'Collapse Timeline' button is located at the bottom right of this section.

Transcript View: This section shows a conversation log with timestamps and speaker labels. It includes a '18 seconds of silence' indicator at the top. The transcript is as follows:

- 00:00:18 **Customer**: Oh, this [PII].
- 00:00:19 **Agent**: Hey, [PII]. This is [PII] [PII]. How's it going? •
- 00:00:24 **Customer**: Good.
- 00:00:24 **Agent**: Good. So, yeah, I just got your, um, your meeting request, which is exciting. And I just was hoping to ask you a couple of quick questions. Just to best tailor of the conversation if that's okay.
- 00:00:34 **Customer**: Yeah. I have. Yep, I might have to rush, but yep, go ahead. We can start. Go ahead.
- 00:00:40 **Agent**: [Agent]

Playbook Events: A sidebar on the right lists events with their corresponding timestamps and labels:

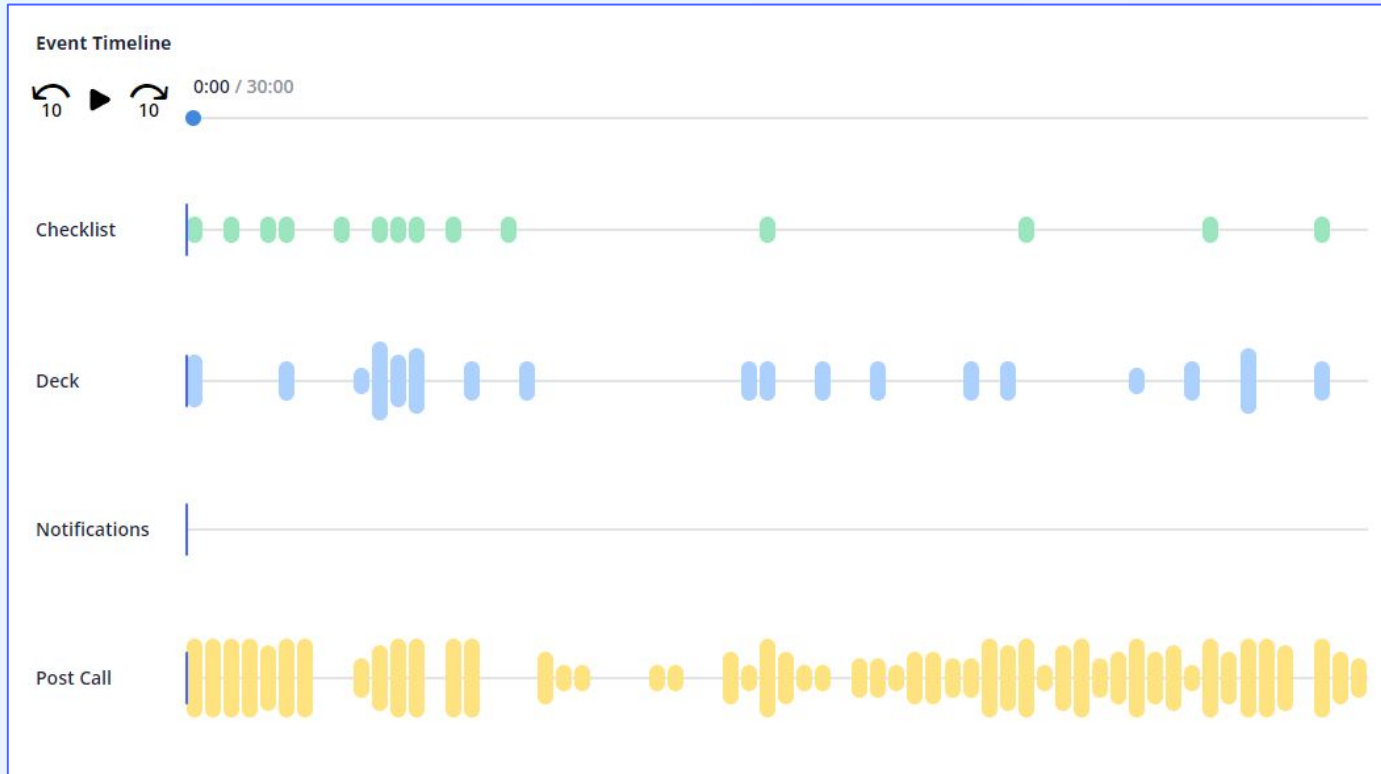
- 00:00:23 **Post Call** **Soft Language**: Soft Language
- 00:00:32 **Checklist**: To best tailor the conversation, just a few questions.
- 00:00:33 **Deck** **Checklist Triggers**: To best tailor the conversation. No Response Used
- 00:01:32 **Post Call** **Soft Language**: Soft Language
- 00:01:47 **Post Call** **Soft Language**: Soft Language
- 00:02:03 **Post Call** **Soft Language**: Soft Language

Eating Our Own Dog Food

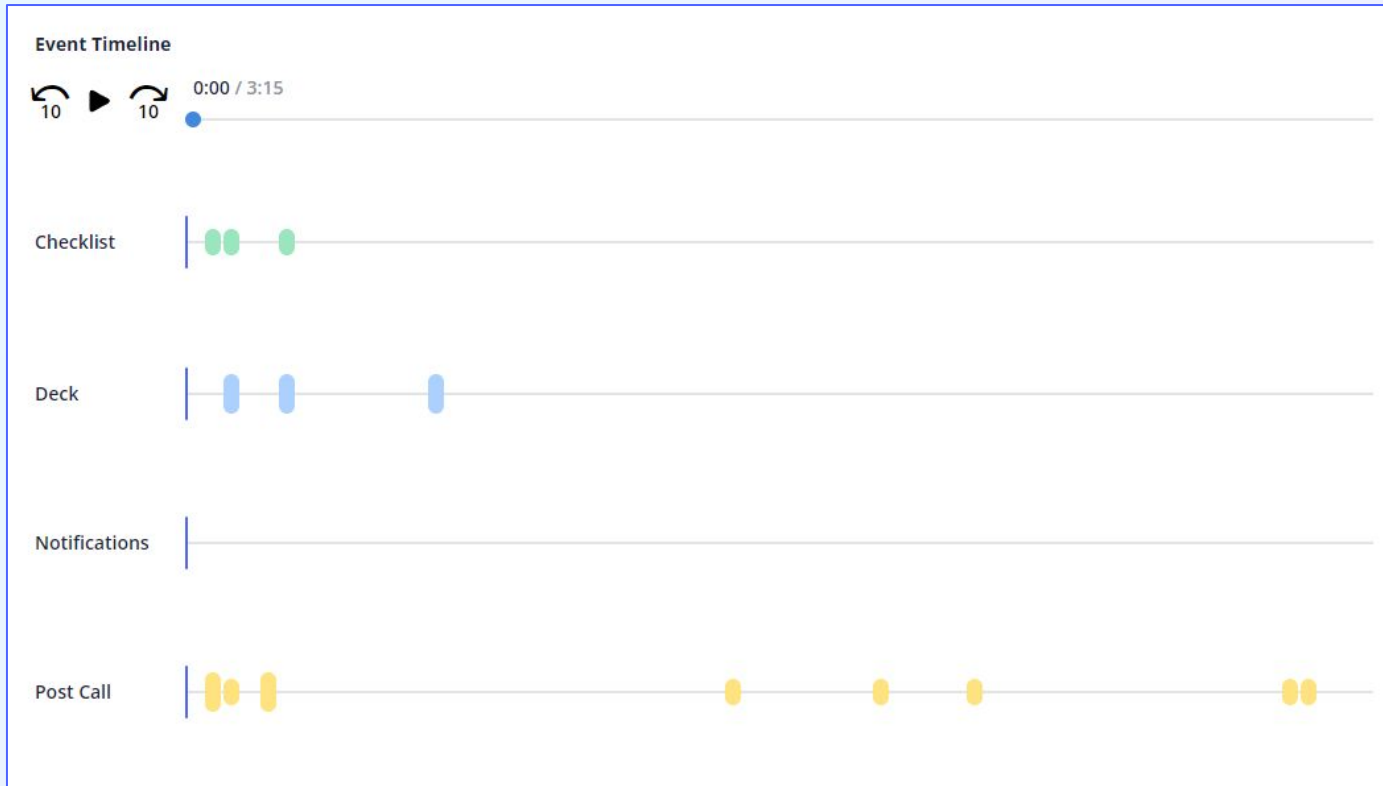
- Balto has been using call explorer for 1.5 months, and we've seen first hand the value it can deliver in unexpected ways.
 - My headset hurts
 - The script change that didn't get to the new employee
 - [Showcase](#)

So what are these blind spots?

Healthy Call



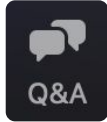
Bad Calls & Blind Spots



When Can I Have It?

- Now! Go sign into Balto Cloud and use it today. Please reach out to us with your feedback.
- We've made 100 or more calls available for you to review immediately.
- We're scaling up to capture all calls between 1 minute & 1 hour by December 1.

Q&A



Use the **Q&A button** on your screen to submit questions.

Thank you for joining us!

For more information, visit balto.ai