

# callAlser™

Listen. Understand. Succeed.

## EMOTION DETECTION IN REAL TIME



### HAPPY CLIENTS MOTIVATED AGENTS

callAlser™ is a callcenter software, leveraging audeERING's latest AI technology to detect emotion from audio. A few seconds of speech are enough to determine the emotional state of the caller, even while they are still in the queue. It can detect anger, friendliness, arousal and valence.

Troubled customers can be handled with special care. Using callAlser™ proofed to increase customer satisfaction by 56%. Furthermore, your employees will love it – it's easy to handle the calls. Success is shown immediately and aggressive callers are alerted in real-time statistics on the team leader's dashboard.



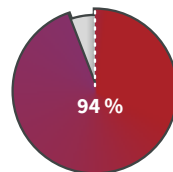
#### CUSTOMER SATISFACTION 56% INCREASED



callAlser™ helps to accurately target angry customers and solve their problems.



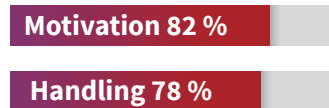
#### RECOMMENDED BY 94% OF ALL TEAM MANAGERS



Using callAlser™, team leaders can easily track hundreds of calls at a time, spot problems and react in real time.



#### INCREASED MOTIVATION OF AGENTS BY 82 %



callAlser™ makes it easy to identify difficult customers and get help. It reports success immediately.



Interested in a quote for your business?

[CONTACT US](#)



**Bernd Zeilmaier**  
Director Business Development  
bzeilmaier@audeering.com  
+49 8105 775 615 0

### callAlser™ ON-PREMISE SOLUTION OPTIMIZED FOR PERFORMANCE

callAlser™ is a lightweight software solution, which is completely integrated on your local server and network. This blocks little resources and guarantees full security over your customer's data.

The hardware requirements increase with the number of concurrent calls. Find more information in the callAlser™ technical specifications.