Abstract
The contact center holds a large number of recorded calls. The analyst extracts potential customer requests and good sales examples from these calls and uses them to improve future business operations. The extracted calls are visualized by coordinating the response scenes and important utterances. These technologies support call analysis in contact centers.

Features
- Estimates and extracts scenes and turning points of topics from dialogues that include various topics.
- Analyzes the interactive structure and important information. And visualize it in an easy-to-understand.

Application Scenarios
- Contact center supervisors use good practices.
- To improve operator sales and response skills. VOC analysis utilizing a large number of calls in the contact center.

Roadmaps
- NTT TechnoCross will develop dialog visualization analysis function of ForeSight Voice Mining® using this technology. This product will make it an important call analysis solution for contact centers.

Exhibitors
NIPPON TELEGRAPH AND TELEPHONE CORPORATION, NTT TechnoCross Corporation