

A Checklist for Speech Analytics

If you can confidently answer “yes” to each of the following questions, you will likely be in a good position implement a speech analytics solution.

	Yes	No
Have You Got a Clear Goal for How to Use the Technology?		
Have You Prepped Your Call Recorders?		
Have You Got Stereo or Mono Recordings?		
Can You Remove the Necessary Firewalls?		
Do You Know Who Will Be in Your Analysis Team?		
How Will You Present Your Insight Back to the Organization?		
What Metadata Can You Use to Enhance the Solution?		
Is It Easy to Build Categories Within Your Prospective System?		
Will You Avoid Using Speech Analytics for Target Setting?		
Do You Acknowledge That Speech Analytics Should Not Replace Listening?		