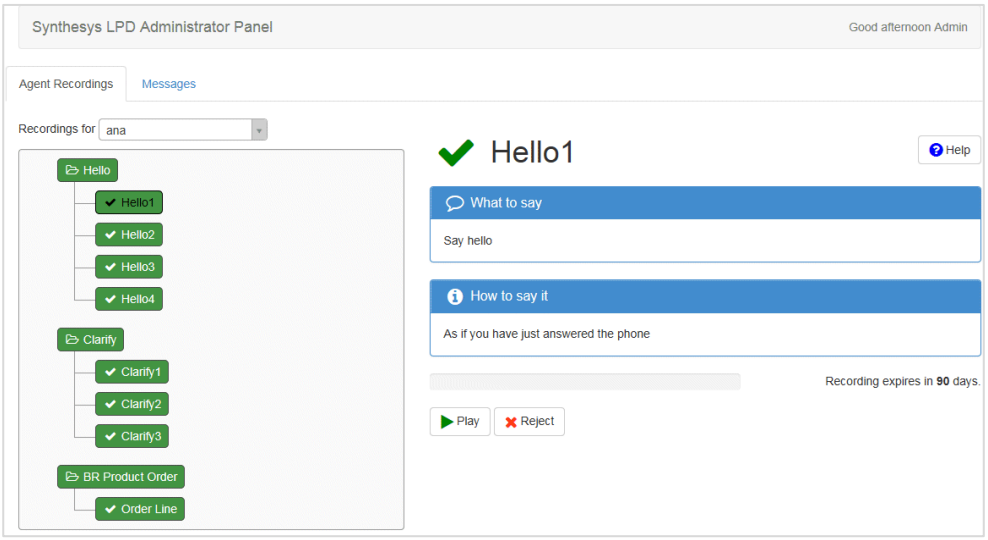
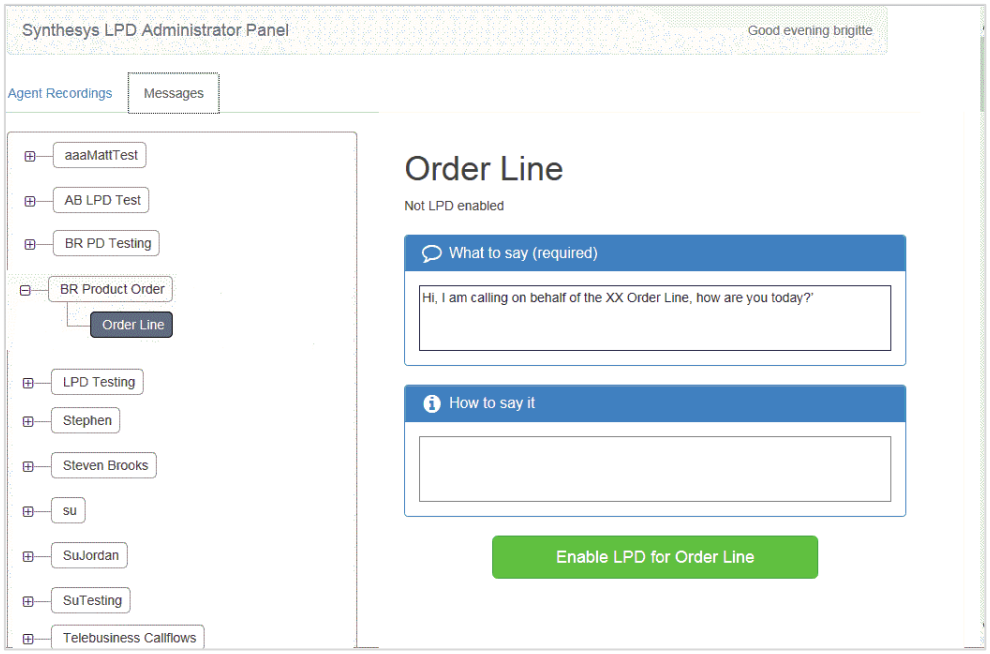
SYNTHESYS LPD ADMINISTRATIVE TOOLS

Agent Recordings screen



Messages Screen



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Live Person Detection (LPD™)

Last updated June 2020

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LIVE PERSON DETECTION (LPD™)

Noetica's Live Person Detection (LPD™) is a completely new approach to addressing the problem of answering devices in outbound contact centres.

Instead of looking for answering machines the system looks for real live people by engaging them in an initial conversation which involves pre-recorded phrases in the voice of the agent intended to handle the call and monitoring the ensuing dialogue throughout.

Calls are handed over to an agent if the LPD™ algorithm, through real time analysis of the conversation, decides that a live person is on the line. In most cases the call will be handed to the agent whose recorded voice the caller has heard during the detection phase, therefore ensuring that the transition from recordings of the agent to the live voice of the agent is almost unnoticeable.

This document shows how users set up with the role of **Administrator** in Synthesys can use the **LPD Admin** page to enable LPD campaigns, to enter text prompts and recording suggestions for the agents, and how they can verify existing recordings.

It then describes how agents use the Synthesys **Agent** module to record a series of three phrases, including Hello, script Clarifier prompts, and script Salutations specific to each campaign, to allow the LPD™ algorithm to determine if it is probable that a live person is on the line, before passing the call to the agent.

For more detailed information about the LPD™ method and the workings of the LPD™ algorithm, please take a look at the Noetica White Paper 'Live Person Detection – A technological breakthrough' on our Noetica Website:

http://www.noetica.com/wheres-the-detail/white-papers/

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LPD ADMIN

Users logged into Synthesys with the role of Administrator, will be able to access the Synthesys LPD Administrator Panel, were they can enable and disable LPD campaigns, enter and edit campaign salutation prompts and verify existing agent recordings.

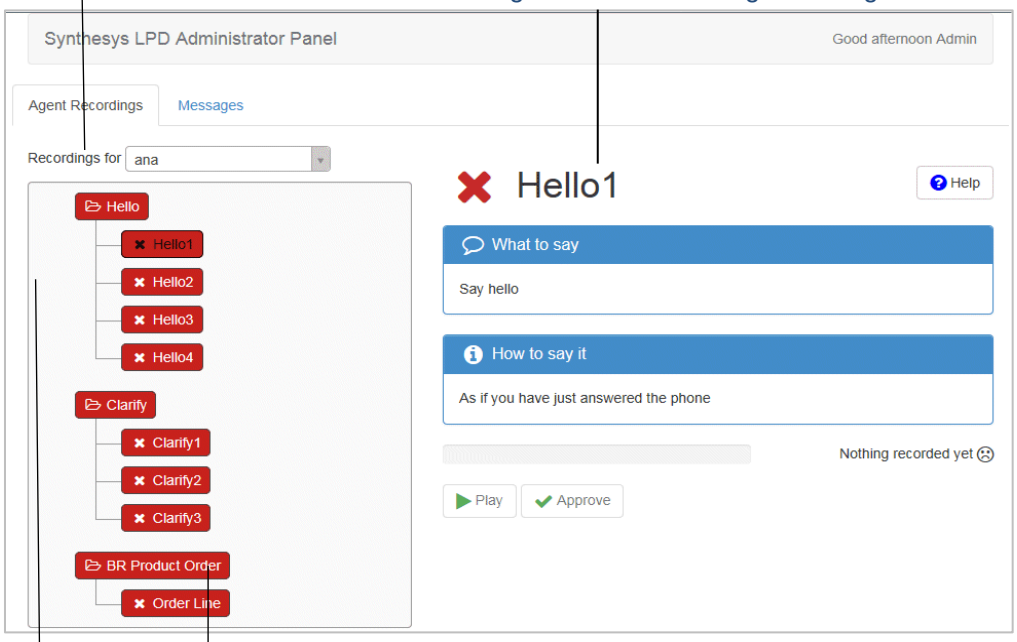
The Synthesys LPD Administrator Panel

To access the Synthesys LPD Administrator Panel

- Logon to the Agent module in Synthesys.
- Click on **LPD Admin** to display the Synthesys LPD Administrator Panel.
- Select the **Agent Recordings** tab if you wish to play and verify existing agent recordings.
- Select the **Messages** tab, to **enable LPD for campaigns, and to add associated script salutation prompts to be recorded by the agent.**

Recording: Used to check a selected agent's recordings

Message boxes for entering recording instructions



Hello & Clarifier prompts that need to be recorded

Script Salutation prompts to be recorded

The **Hello** and **Clarifier** text prompts and associated recording instructions have already been entered by default for all campaigns. You only need to add the campaign specific salutation prompts that are to be recorded by the agents.

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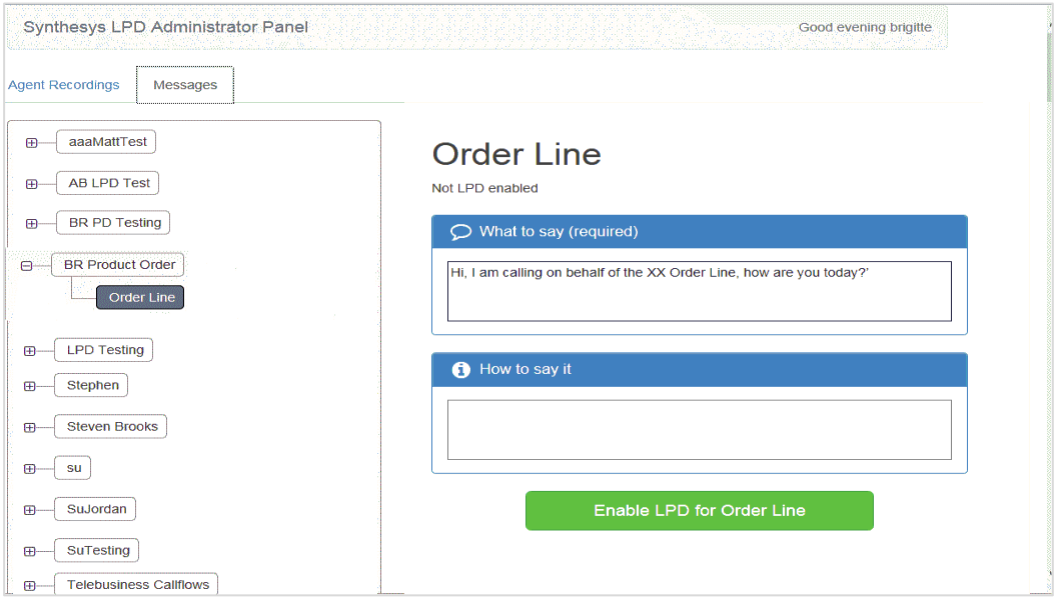
Messages

Adding salutation prompts and enabling LPD campaigns

If you open **LPD Admin,** logged into Synthesys as Administrator, you can access the **Messages** page, where you can view a list of all available accounts and associated campaigns. It is here that you enter campaign salutations and associated recording instructions for the agents and enable or disable LPD for your campaigns.

- Click the **Messages tab** in the Synthesys LPD Administrator Panel.
- Select the name of the campaign that is to be LPD enabled on the left-hand side of the dialog, e.g. *Order Line*.
- To activate the **Enable LPD for 'Campaign Name'** button, enter a script salutation into the '**What to say'** text box, e.g. 'Hi, I am calling on behalf of the XX Order Line, how are you today?'
- Enter any recording instructions, as required, into the **How to say it** textbox.
- Click **Enable LPD for Order Line,** to enable LPD for the selected campaign.



- **Repeat the above steps** to enable LPD for other campaigns, each time entering the appropriate introductory dialog, and any recording instructions, as required.

To enable LPD for a campaign, you first need to enter a salutation prompt for the campaign, to activate the **Enable LPD for 'Campaign Name'** button.

Ending a script salutation with a question, for example, i.e. 'Hi, I am calling on behalf of the xx, how are you today?' can help the agents to anticipate a customer's reply and assists the smooth transition from the recorded voice to the live voice of the agent.

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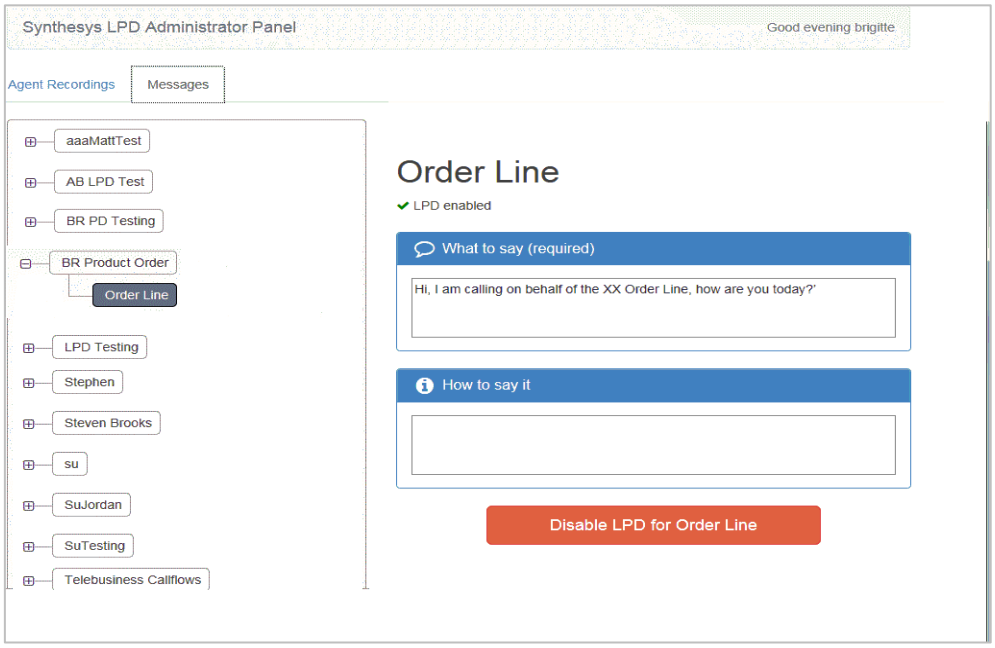
Disabling LPD for a campaign

To remove LPD from a campaign that has been LPD enabled

- Select the name of the campaign, in our example *Order Line*.
- Click **Disable LPD for Order Line** to remove LPD for the campaign.



The next page describes how you can accept or reject existing agent recordings.

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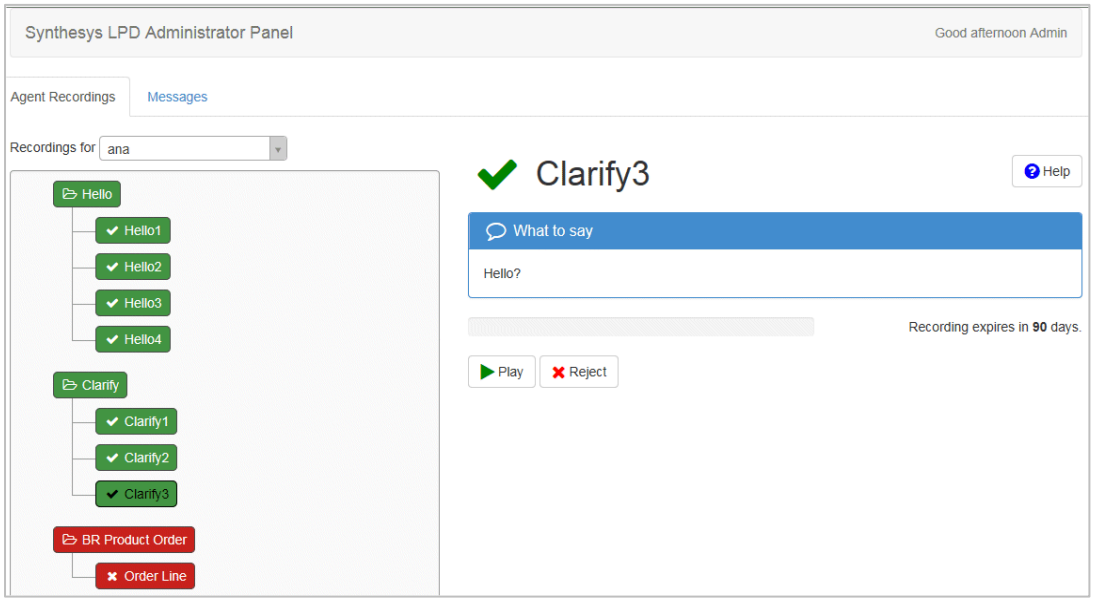
Agent Recordings

Verifying or rejecting agent recordings

In the Synthesys LPD Recordings page you can view, play and approve or reject existing agent recordings. If a recording is rejected, the agent will be prompted to re-record the message when logging into the Synthesys *Agent* module.

To validate or reject existing recordings

- Select the **Agent Recordings** tab in the Synthesys LPD Administrator Panel.
- Select an agent name, to show all LPD enabled campaigns available to that agent.
- Select the recording that you wish to check and click **Play,** to play and listen to the recording.
- If you are not happy with a selected recording, select **Reject**.



- Recordings displayed in **RED** are incomplete or have been rejected and need to be re-recorded. Completed recordings are displayed in **GREEN**.
- Recordings are set to expire after **90** days.

Default recordings

Dialler managers should always check that every agent has recorded acceptable versions of all instances of their Hello, script clarifiers and campaign salutations, before they handle live LPD enabled campaigns.

To ensure the efficient working of the LPD even if an agent has not recorded the introductory announcement, a **Default recording** can be created and should be applied.

For more details, please contact your Synthesys account manager.

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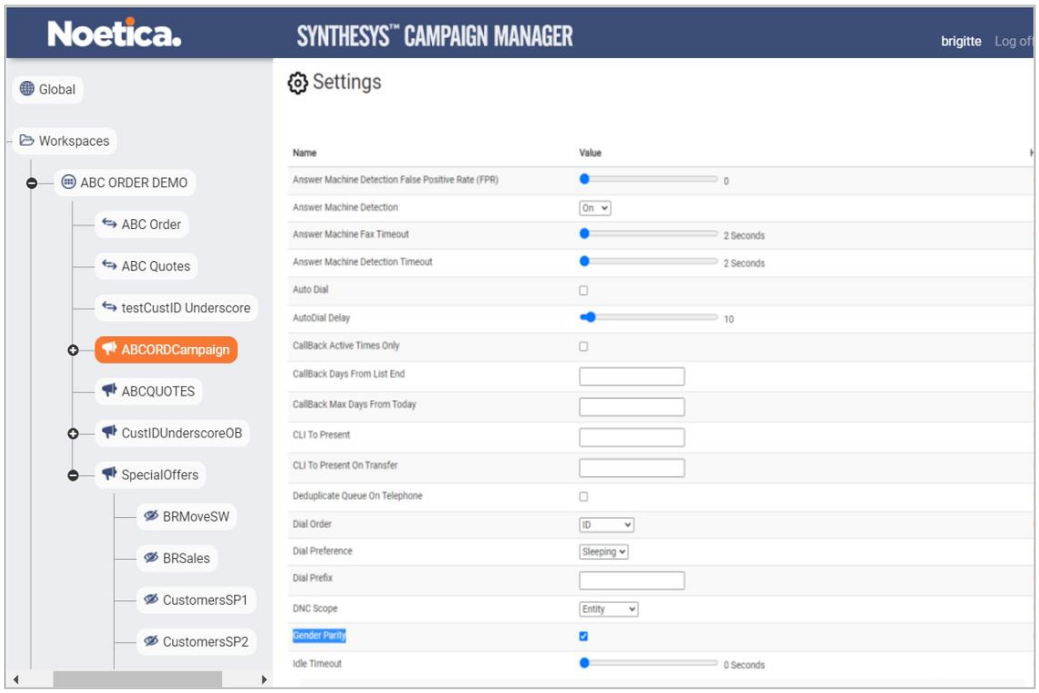
Gender Parity

When the LPD™ algorithm has established that a live person is on the line, the dialler will pass the call to the agent whose recorded voice the customer has heard during the detection phase.

In the event that this agent is no longer available for some reason, the system will route the call to an agent of the same gender. In order to do this, the option Gender Parity needs to be enabled in the Settings page of the Campaign Manager.

- Open the Campaign Manager in your preferred Web Browser.
- Select the campaign or call list that you wish to view in the tree on the left.
- Click the **Settings** tab at the top right of the dialog.



- Scroll down the Settings page, and place a tick into the **Gender Parity** checkbox.
- Click the **Save** button at the top right of the Settings dialog to commit the changes.

The Gender Parity is based on the title of the agent, as stored in the Title column of the User table in the database.

If, for example, the title field contains Mrs or Ms, the dialler will look for a female agent, if it contains Mr, the dialler will try to transfer the call to a male agent.

The next few pages describe how agents record **Hello** and script **Clarifier** prompts, and script **Salutations** in the Synthesys Agent Portal**.**

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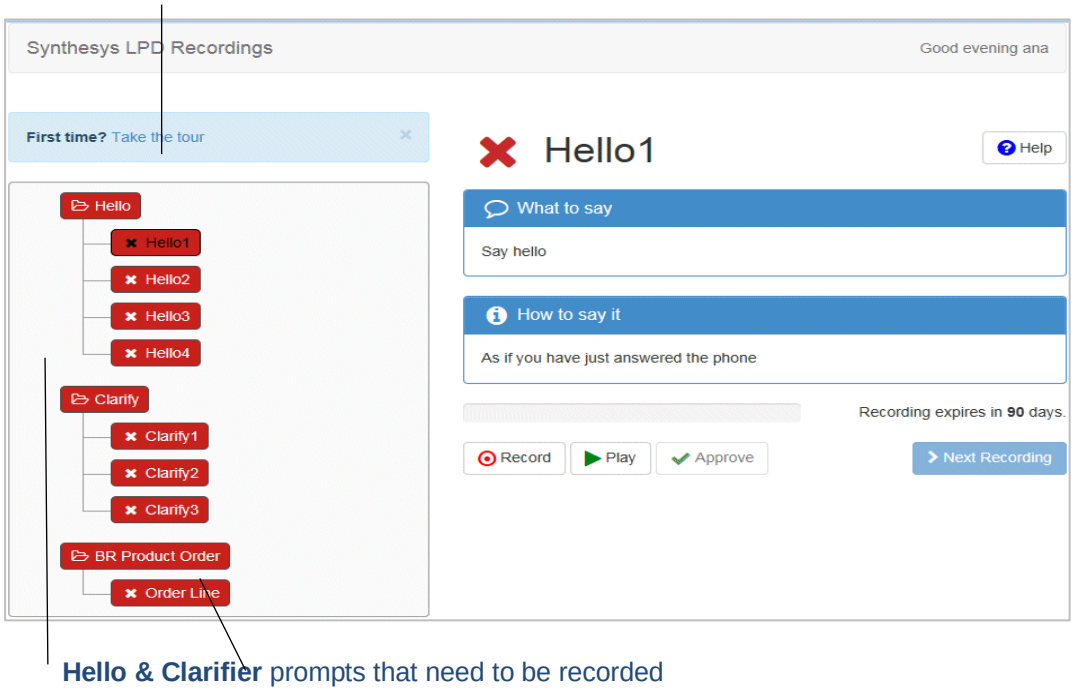
AGENT LOGIN

When agents assigned to LPD campaigns log into the Synthesys Agent Portal, they will initially see the Synthesys LPD Recording screen.

To ensure that the LPD works efficiently, it is important that agents record all instances of Hello, script clarifiers and campaign salutations before they start handling calls.

The Synthesys LPD Recordings screen

Take the tour, for step by step information to the recording process



Hello & Clarifier prompts that need to be recorded

Script Salutation prompts to be recorded

Hello, Script Clarifiers and Script Salutation

Each agent will record multiple versions of Hello and script Clarifiers, and a campaign specific salutation, to enable the LPD algorithm to ascertain if it is probable that a live person is on the line.

The recorded Hello, script salutation and script clarifiers already form part of the initial conversation with the customer. The recording instructions will reflect this, providing guidelines about wording and intonation, to help make the transition from recorded to live voice as natural and subtle as possible.

The **Hello** and script **Clarifiers** recorded by each agent will be used for all campaigns that the agent is handling. The specific **Script Salutations** are recorded for each campaign separately, to introduce the company on whose behalf an agent is calling.

When connected to the customer, agents can move straight to the calls content, without having to repeat their opening sentence hundreds of times at the beginning of each call.

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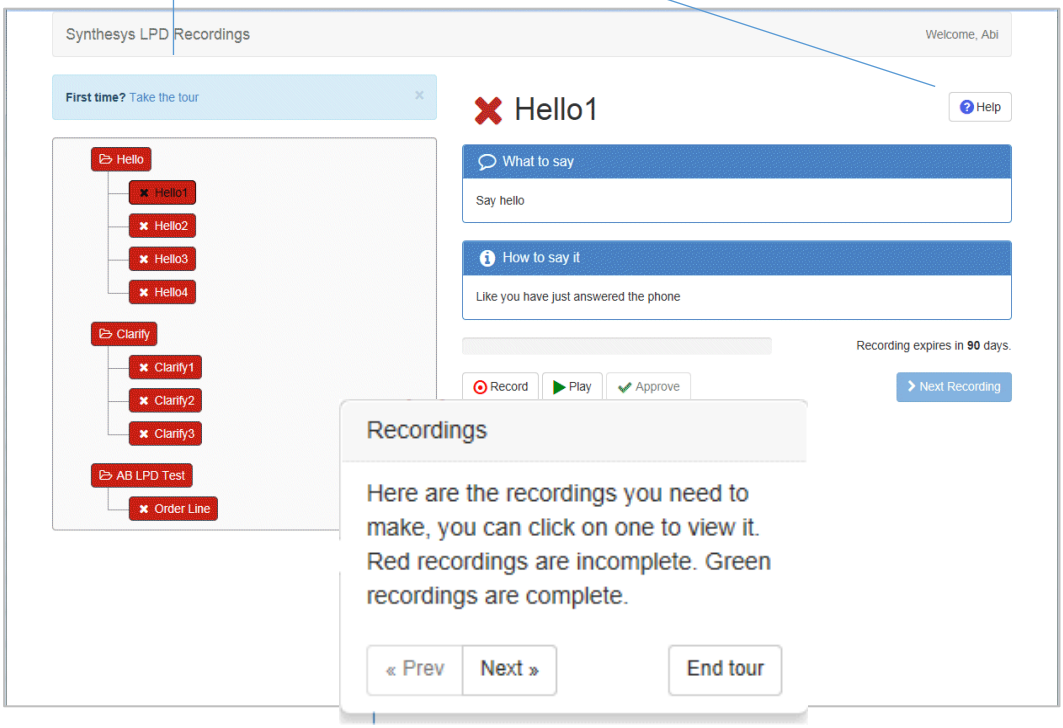
Help Tour for recording instructions

For step by step information to the recording process

- Click the **Take the Tour** link, when first logging on to the Synthesys LPD Recording page.
- You can repeat the **Help tour** at any time by clicking the **Help** button in the top right of the Synthesys LPD Recording screen.



- Click the **Prev** button to move back to the previous page.
- Click **Next** to move forward to the next page.
- Click **End tour** to close the instruction guide.

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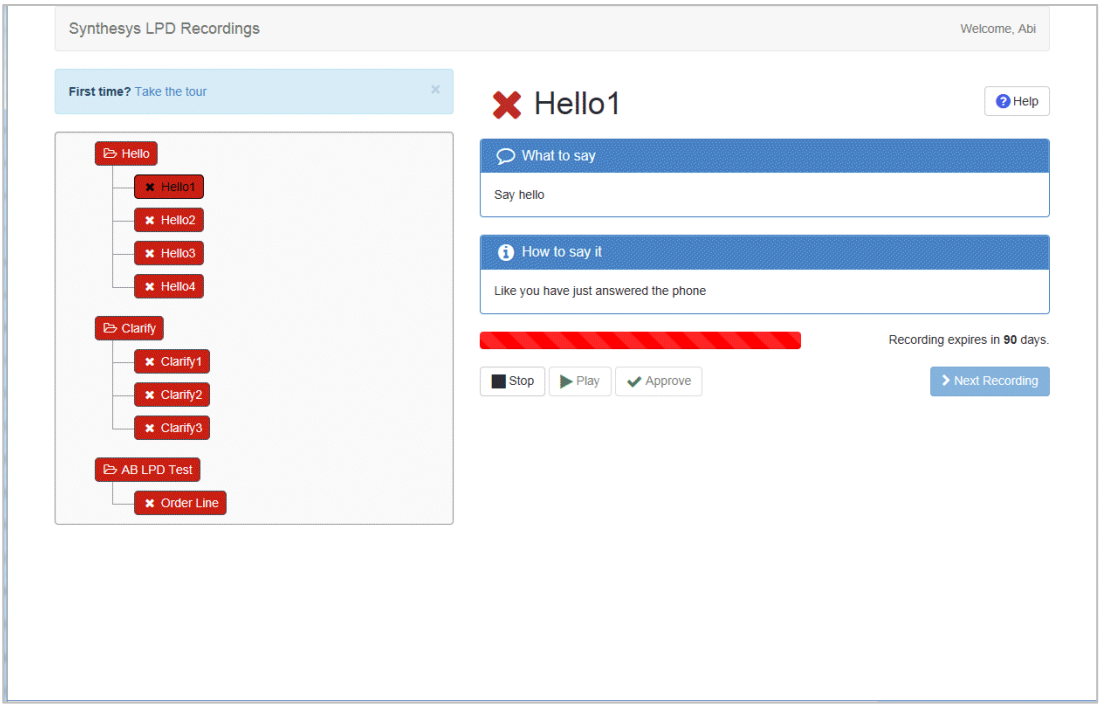
Recording the first Hello

First you need to record four versions of Hello, following the recording guidelines in the **What to say** and **How to say it** textboxes.



To start the recordings:

- Select **Hello1** on the left.
- Read the text prompt in the **What to say** textbox on the right, and the associated recording instructions in the **How to say it** textbox.
- Click the **Record** button to record your first Hello.
- Click the **Stop** button to stop recording.
- Click the **Play** button to listen to your recording. Ensure that there are no periods of silence, as this makes LPD most effective.
- Click **Approve** to accept and save, or **Record** to re-record your hello.
- To record the second Hello, click the **Next Recording button, or select Hello2 and follow the** above steps.
- Repeat the above actions to record Hello3-4, each time following the recording instructions in the **What to say and How to say it** textboxes.

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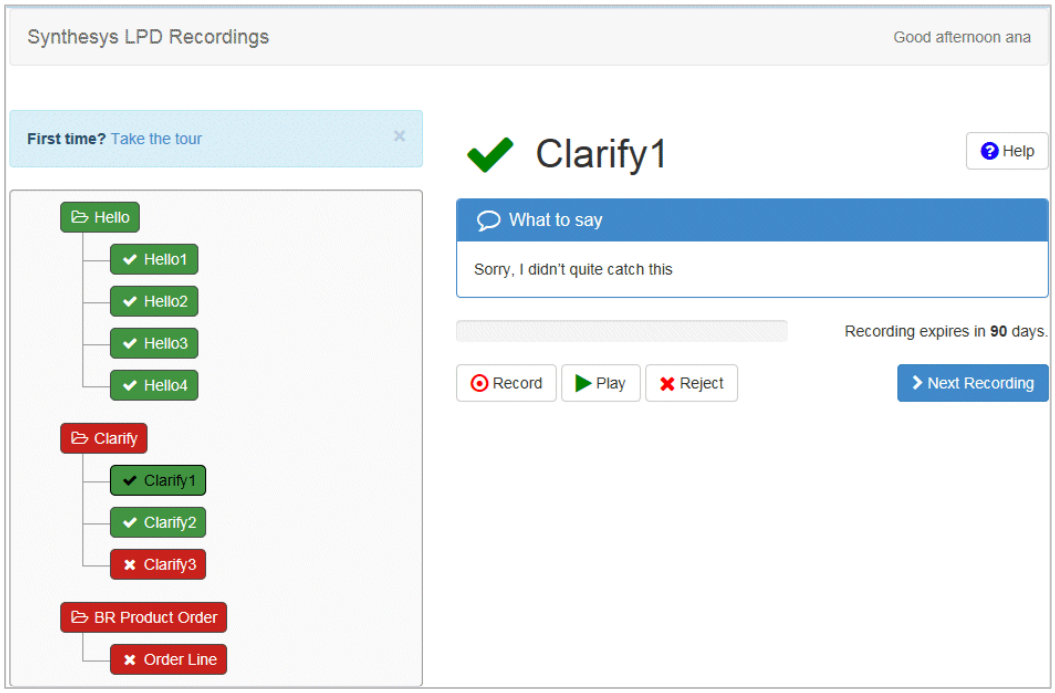
Recording script Clarifiers

You will now record three versions of a script *Clarifier*, e.g. 'Sorry, I didn't quite catch that', and 'Could you repeat that please'. The script clarifiers are part of the verification process to enable the LPD algorithm to determine if it is probable that a live person is on the line.



To record the script Clarifiers:

- Select **Clarify1** on the left.
- Read the text prompt in the **What to say** textbox on the right, and the associated recording instructions in the **How to say it** textbox.
- Click the **Record** button to record your first clarifier.
- Click the **Stop** button to stop recording.
- Click the **Play** button to listen to your recording.
- Click **Approve** to accept and save, or **Record** to re-record your clarifier prompt.
- To record the second clarifier, click the **Next Recording button, or select Clarify2 and follow the** above steps.
- Repeat the above actions to record the **Clarify3 prompt**, each time following the recording instructions in the **What to say and How to say it** textboxes.

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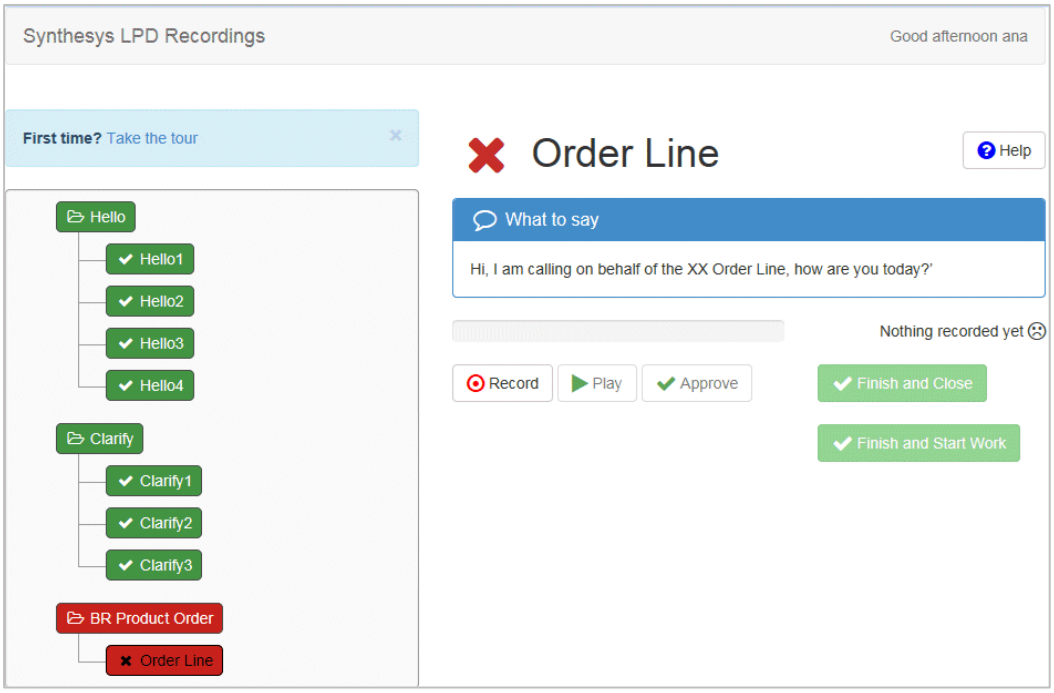
Recording script Salutations

Having recorded the Hello's and script Clarifiers, you now need to record the specific script salutations, to introduce the company on whose behalf you are calling.



- Select the name of the first campaign on the left-hand side of the dialog.
- Read the text prompt in the **What to say** textbox on the right, e.g. 'Hi, I am calling on behalf of the AB Order Line, how are you today?' and the associated recording instructions in the **How to say it** textbox.
- Click the **Record** button to record your first script salutation.
- Click the **Stop** button to stop recording.
- Click the **Play** button to playback and listen to your recording.
- Click **Approve** to accept and save or **Reject** to reject the recording.
- To record salutations for further campaigns, select the name of each campaign in turn **and** repeat the above steps.

When you have completed all recordings, click the **Finish and Start Work** button to start taking calls, or the **Finish and Close** button, to log out of Synthesys.

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