UCentric

voice analytics

Intuitive, Automated, Intelligence

Unlock the Full Value of Your Data

In today's business landscape, data is everywhere—scattered across systems, in multiple formats, and often siloed. Without the right tools, making sense of it all is complex, time-consuming, and inefficient.

UCentric Voice Analytics changes that. Our platform seamlessly captures, transforms, and presents data in a way that is clear, actionable, and impactful—so your time is spent making decisions, not deciphering data.
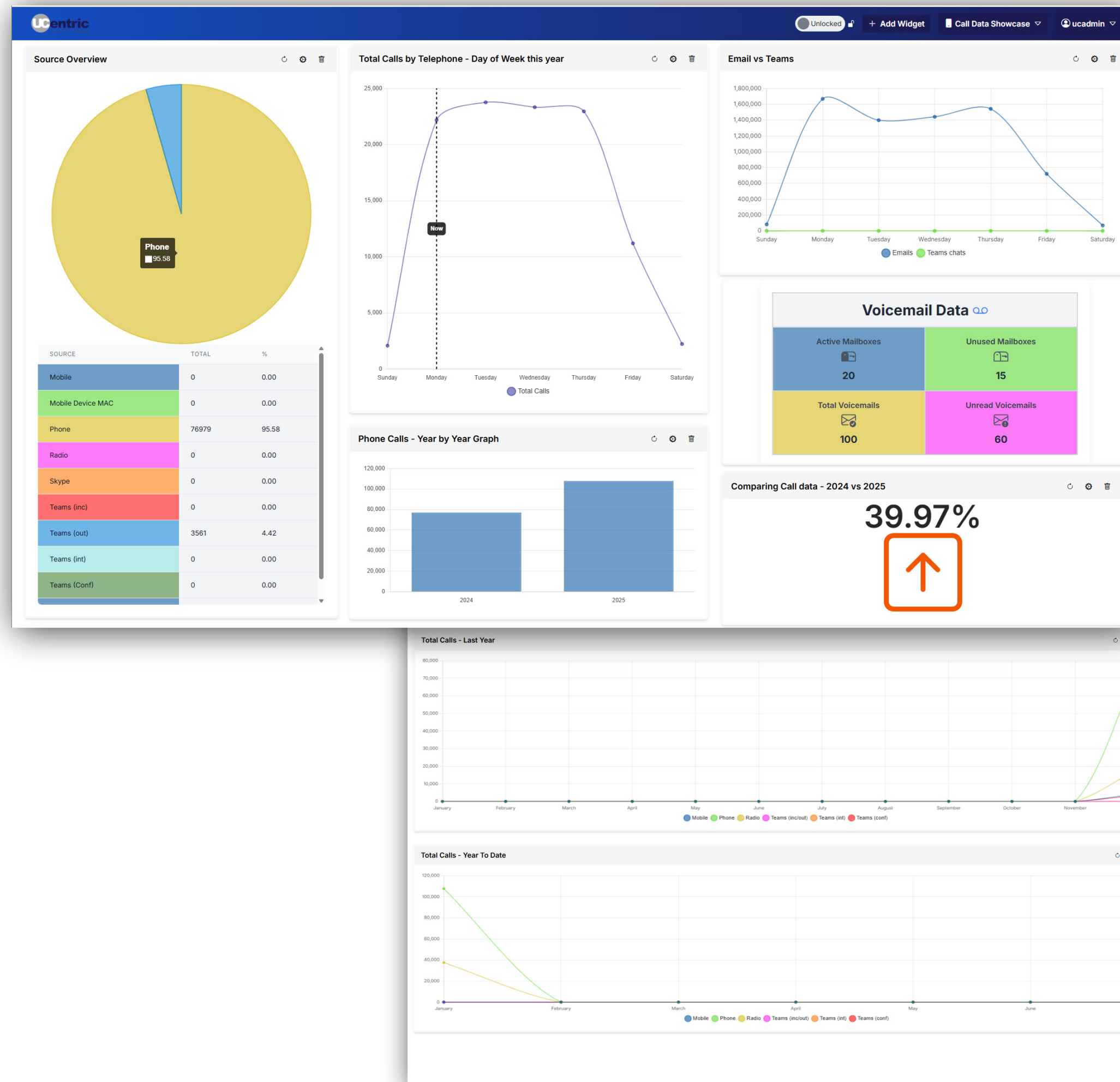
Key benefits at a glance

- Data from Any Source, Any Format, Any Language

- UCentric automatically collects and normalises data from diverse systems—voice, IoT, logs, databases, files, and more. No technical knowledge of source systems required.

- Intelligent Data Blending & Correlation

- Using our powerful NORA engine, UCentric connects seemingly unrelated data points, uncovering patterns and relationships that drive smarter business decisions.

- Rule-Based Alerts & Exception Reporting

- Set business-specific thresholds and rules. Be alerted only when something needs your attention—reducing noise and increasing productivity.

- Dynamic Dashboards & Trend Analysis

- Visualise insights in real-time. Track trends, identify anomalies, and predict outcomes using easy-to-navigate web dashboards.

- SQL-Driven Modelling & Deep Analysis

All data is transformed and stored in a centralised SQL database—enabling complex modeling, comparisons, and predictive analysis.

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Voice analytics

Why UCentric?

• Automated Workflows: Scheduled data capture and processing eliminate manual overhead.
• Agile Approach: Built with flexibility in mind—ideal for dynamic environments.
• Faster Decision-Making: Insights are delivered when you need them, at the start of an issue—not after it's too late.
• Minimal Disruption: Your day-to-day work is only interrupted when exceptions arise.
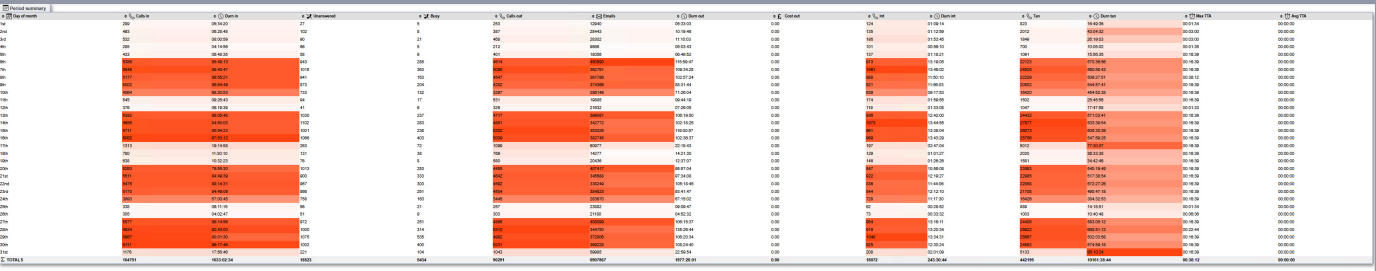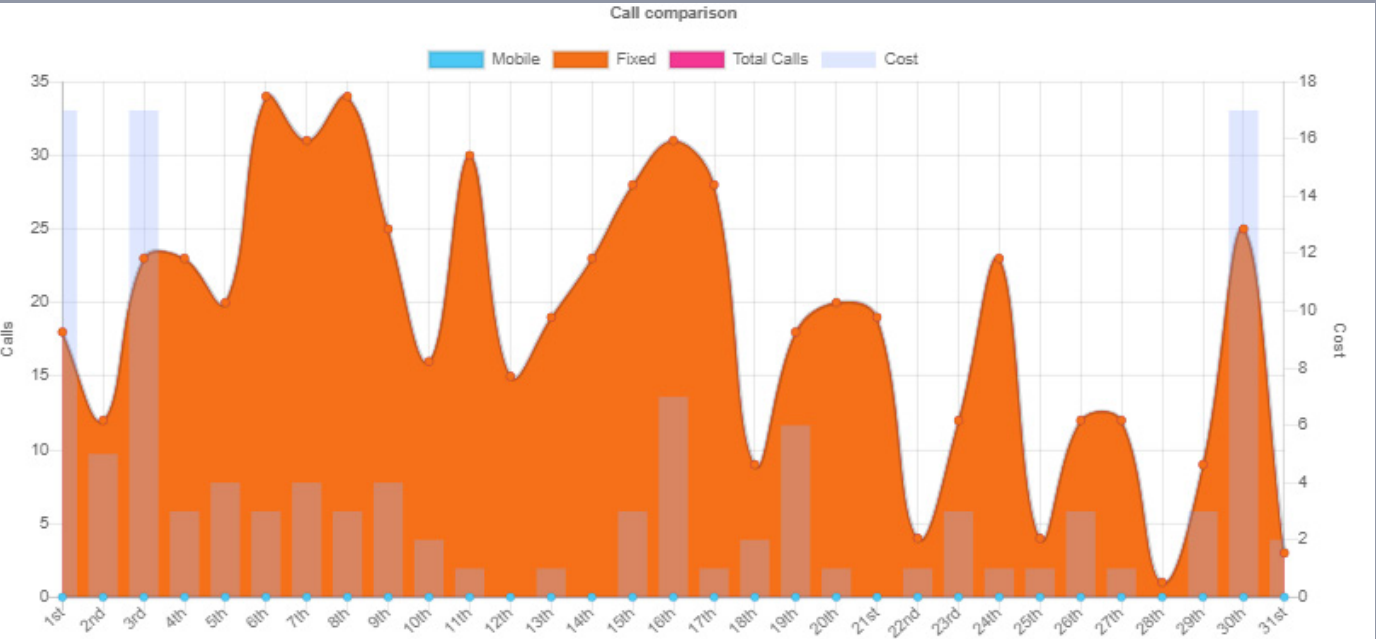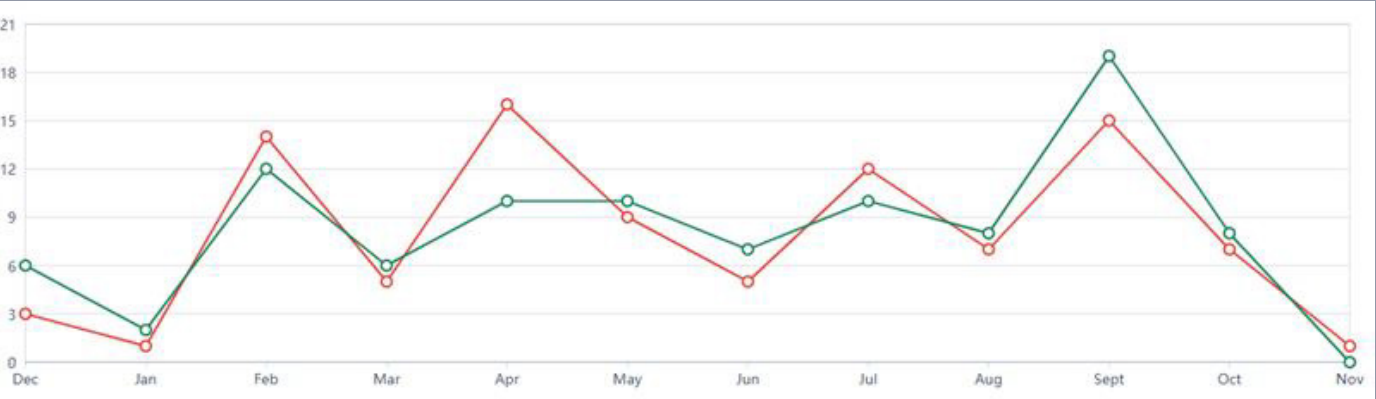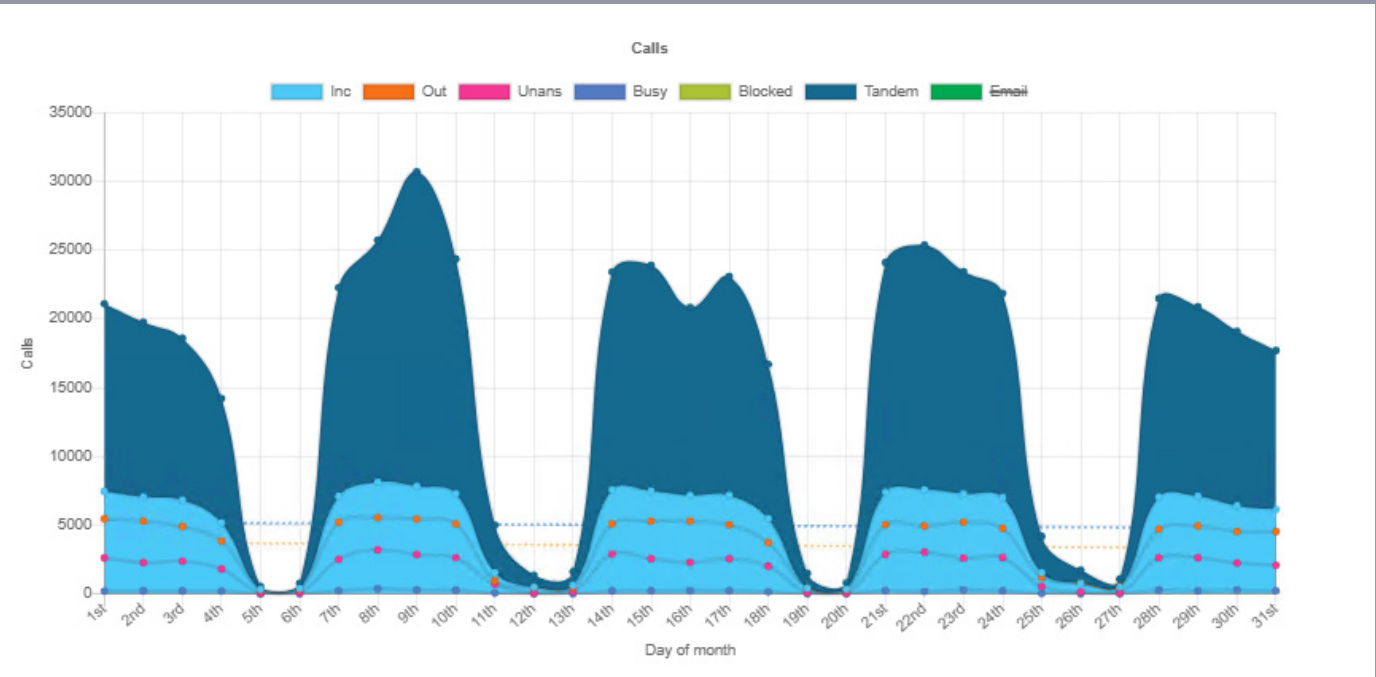
UCentric Supports:

• All major voice, data, and IoT platforms
• Protocols such as IP, SNMP, Serial, SysLogs, File Dumps, and more
• Complete decoding, normalization, and visualization across sources

Partnering with you every step of the way:

We don't just deliver software—we work closely with you to understand your goals and challenges, ensuring UCentric aligns with your unique needs. With our professional services and agile development mindset, we deliver not just a tool, but a solution.

Let UCentric do the work:

Your focus should be on decisions that move your business forward. UCentric handles the complexity of data integration and analysis—so you don't have to.

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