INFORMATION PROCESSING DEVICE

TECHNICAL FIELD

[0001]

The present invention relates to an information processing device.

BACKGROUND ART

[0002]

Conventionally, sales activities using telephones are generally conducted, and there is a technique for supporting such activities (e.g., Patent Document 1).

[0003]

Patent Document 1: Japanese Unexamined Patent Application, Publication No. 2002-269335

DISCLOSURE OF THE INVENTION

[0004]

However, in the conventional technique including the technique described in Patent Document 1, when assessing sales activities by telephone, it is generally performed based on the subjective view of a superior or the like who manages sales activities. Therefore, the objective assessment of sales activities is limited to sales performance (e.g., contract rate, number of contracts), assessment from customers (e.g., questionnaire), and the like. As a result, the training of

salesperson needs to be performed individually by a superior or the like or in-house training and lectures need to be held, which are costly.

[0005]

The present disclosure has been made in view of such circumstances, and the present disclosure is to assist the realization of more efficient sales activities while considering objective indicators.

[0006]In an aspect, there is an information processing device for supporting a user who calls a call destination that is a receiving party
of a telephone sales operation, the information processing device comprising:
an acquiring unit that acquires information recorded during a call between the user and the call destination as call information;
an extracting unit that detects speaking sections in which speech of each of the user and the call destination exists from the acquired call information and extracts speech information for each speaking section;
an analyzing unit that performs analysis based on one or more elements based on the extracted one or more pieces of the speech information;
a generating unit that generates support information that supports the call of the user with the call destination based on a result of the analysis; and
a presenting unit that presents the generated support information to the user,
the one or more elements comprising at least one of pieces of information regarding the call between the user and the call destination, each of the pieces of information relating to a location where speaking occurs, a location where overlapping of speaking occurs, or a location where

silence occurs,
the presenting unit presenting as the support information at least one of pieces of information regarding the call between the user and the call destination, each of the pieces of information relating to a location where speaking occurs, a location where overlapping of speaking occurs, or a location where silence occurs; and presenting a telephoning memo addition button allowing a telephoning memo created using a pre-registered item to be registered in association with the call information.

A display control device according to the present invention includes an information processing device for supporting a user who calls a call destination. The information processing device includes:

an acquiring unit that acquires information recorded during a call between the user and the call destination as call information;
an extracting unit that detects speaking sections in which speech exists from the acquired call information and extracts speech information for each speaking section;
an analyzing unit that performs analysis based on one or more elements based on the extracted one or more pieces of the speech information;
a generating unit that generates support information that supports the call of the user based on a result of the analysis; and

Claims

1. An information processing device for supporting a user who calls a call destination that is a receiving party of a telephone sales operation, the information processing device comprising:
an acquiring unit that acquires information recorded during a call between the user and the call destination as call information;
an extracting unit that detects speaking sections in which speech of each of the user and the call destination exists from the acquired call information and extracts speech information for each speaking section;
an analyzing unit that performs analysis based on one or more elements based on the extracted one or more pieces of the speech information;
a generating unit that generates support information that supports the call of the user with the call destination based on a result of the analysis; and
a presenting unit that presents the generated support information to the user,
the one or more elements comprising at least one of pieces of information regarding the call between the user and the call destination, each of the pieces of information relating to a location where speaking occurs, a location where overlapping of speaking occurs, or a location where silence occurs,
the presenting unit presenting as the support information at least one of pieces of information regarding the call between the user and the call destination, each of the pieces of information relating to a location where speaking occurs, a location where overlapping of speaking occurs, or a location where silence occurs; and presenting

a telephoning memo addition button allowing a telephoning memo created using a pre-registered item to be registered in association with the call information.

2. An information processing device for supporting a user who calls a call destination that is the other party of telephone sales business, the information processing device comprising:
an acquiring unit that acquires information recorded during a call between the user and the call destination as call information;
an extracting unit that detects speaking sections in which speech of each of the user and the call destination exists from the acquired call information and extracts speech information for each speaking section;
an analyzing unit that performs analysis based on one or more elements based on the extracted one or more pieces of the speech information;
a generating unit that generates support information that supports the call of the user with the call destination based on a result of the analysis; and
a presenting unit that presents the generated support information to the user,
the one or more elements comprising at least one of pieces of information regarding the call between the user and the call destination, each of the pieces of information relating to a location where speaking occurs, a location where overlapping of speaking occurs, or a location where silence occurs,
the presenting unit presenting as the support information at least one of pieces of information regarding the call between the user and the call destination, each of the pieces of information relating to a location where speaking occurs, a location where overlapping of speaking

occurs, or a location where silence occurs; and presenting a speech graph showing an output amount of the speech of the user during the call and an output amount of the speech of the call destintion during the call, the speech graph with a common vertical axis and a common horizontal axis showing the output amount of the speech of the user and the output amount of the speech of the call destintion during the call.

3. The information processing device according to claim 1 or 2,
wherein the analyzing unit generates assessment of telephoning as the analysis based on one or more elements, and
wherein the presenting unit presents as the support information assessment of response based on information on a location where at least one of speaking, overlapping of speaking, and silence of the user and the call destination occurs during the call.

4. The information processing device according to claim 3, wherein the presenting unit presents as the assessment of response at least one of a total score, a ratio of Talk to Listen, a silence count, an overlapping of speaking count, and a keyword count.

5. The information processing device according to any one of claims 1 to 4, wherein the presenting unit presents as the support information at least one of basic frequency, inflection, and speaking speed of the call.

6. The information processing device according to claim 5, wherein the presenting unit presents as the support information a value of each of the user and the call

destination in relation to the at least one of basic frequency, inflection, and speaking speed of the call.

7. The information processing device according to claim 2, wherein the presenting unit arranges and presents a button with respect to the speech graph, the button allowing for playback of the call.