

Analytics is a sweep across interactions Learn it in 5 minutes

The WEM page says interaction analytics analyzes 100 percent of captured interactions to find trends, automate the quality process, and see where service went well or badly. The feature list names voice, chat, and email, 100 percent call transcription, automated QM scoring, statistical group comparison, ad hoc word or phrase search, automatic categorization, and emotion and sentiment analysis.

The quality page's conversational-intelligence line says analyze up to 100 percent of interactions. Up to 100 percent and 100 percent are not the same sentence. Quote the page you mean. This lesson does not average them into a single guarantee.

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

confirm. The WEM page says 100 percent of captured interactions and 100 percent call transcription. The quality page says up to 100 percent. This lesson does not merge them.

last checked 2026-10.