

Interaction Analytic

from customer conversations to
Operational Intelligence



Turn Conversations
into decisions.



AI Recommendations
Automate insights, next steps.



Intent detection
Spot churn & sales signals.

Analyse 100% of customer interactions across Voice & Digital Channels. **Automatically detect intents, topics, sentiment and business opportunities** to improve your very own CX, operational performance and revenue outcomes.

Interaction Search All media All Scores

Results: 149 Show Participants Last 30 Days Filter Grid Table

☐ Agent	Contact	Time/Date
☐ [Agent A] Customer Service		02:47:43 PM 12/03/2024
☐ [Agent A] Customer Service		02:45:05 PM 12/03/2024
☐ [Agent A] Customer Service		02:44:35 PM 12/03/2024
☐ [Agent A] Customer Service		02:44:00 PM 12/03/2024
☐ [Agent A] Customer Service		02:41:28 PM 12/03/2024
☐ [Agent A] Customer Service		02:40:51 PM 12/03/2024
☐ [Agent A] Customer Service		02:33:09 PM 12/03/2024
☐ [Agent A] Customer Service		02:37:16 PM 12/03/2024
☐ [Agent A] Customer Service		02:34:40 PM 12/03/2024
☐ [Agent A] Customer Service		02:32:55 PM 12/03/2024

Transcript AI Custom Question Autoscore Form Autosurvey Form

Agent: [Agent A] Customer: No data Simplified

Summary AI Generated

Tags Detected

Intents Detected

Prompted reason for call Demo Greeting Poor internet performance Churn Check modem status Modem is ok Farewell

Asked "any other questions" Asked if any questions NOT Transfer to Extension Not voicemail Closing

Polite and professional tone Active listening Address questions Knowledge about services Empathy Asked for further assistance

Confirm next steps Customer Satisfaction Helpful agent

0:00 System
anonymous has joined the session

0:05 System
[Agent A] has joined the session

0:08 [Agent A]
Hi, how can I help you today?

0:18 anonymous
Internet has been very slow the last few weeks.

0:22 anonymous
It's just not useful to me anymore.

0:24 Suggestion