



CX Contact Center



CX Contact Center is the Fastest Way to Listen, Analyze, and Act on Voice of the Customer Data in the Contact Center

Your customers interact with your contact center daily—calling, emailing, and chatting—providing a wealth of feedback on your brand's products and services. Tap into these rich sources of customer intelligence with CX Contact Center, a completely hosted solution.

Listen

Transcribe 100% of your call recordings 10 times faster, and with superior accuracy. Integrate voice data with chat logs, agent notes, emails, social interactions, CRM data and more for multi-channel visibility. All of your interaction data is in one place, structured using best-in-class text and sentiment analysis.

Analyze

Explore what customers are saying and how they feel about it using point and click interactive dashboards. Identify friction points and emerging trends. Discover and share business improvement insights across the organization to drive change.

Act

Collaborate to transform customer experience and service delivery. Smart filtering, routing, and response capabilities empower teams to close the loop with customers.

Benefits

Improve KPIs such as first contact resolution and call deflection.

Smooth friction points across the customer journey.

Improve customer effort scores.

Eliminate manual call disposition.

Provide better self-service and a more personalized experience.

Improve agent, product, and service quality.

Detect and prevent compliance issues and churn.

Increase cross-sell and up-sell revenue.



DATASHEET

CX Contact Center

Know your customers better: Who, What, When, Why, Which interaction channels. Capture emerging trends and identify previously unknown issues faster and with better accuracy than ever before. Improve customer experience and agent performance using patented text transcription, categorization and sentiment algorithms to identify themes from ALL interactions. With the most accurate text analytics engine on the market you can do deeper analysis and get to the root cause.

Analyze ALL Calls, 10 x's Faster

We transcribe 100% of call recordings at a rate 10 times faster than real time using a patented chip-based algorithm to speed up processing time and accuracy. We can transcribe 100 hours of speech in 1 hour, with Agent and Customer tracks separated in the transcription.

80-90% Accuracy Traditional speech to text uses a software-based approach to match phonetics to words in a dictionary, with significant speed and accuracy trade-offs. Clarabridge leverages patented acceleration technology to transcribe hundreds of audio hours in a fraction of the time. That extra speed and calculation horsepower is then used to improve the quality of the recognition, producing higher accuracy rates of up to 90% and faster throughput.

Granular Categorization

Transcription is only the first step. Clarabridge easily ingests and processes all your interaction data, and categorizes the topics being discussed. This categorization functionality is largely a process of our sophisticated Natural Language Processing engine. Accurate results lead to reliable insights.

Consistent, Accurate Sentiment Scoring and Emotion Analysis

Are your customers confused? Irritated? Pleased? Sentiment and emotion vary by topic during the course of an interaction. Clarabridge assesses sentiment across an 11-point scale at the clause level and evaluates pitch and tone of voice during a call. Overlay our emotions model for an even deeper understanding.

Omni-Source Analytics

Clarabridge's open platform makes it easy to collect data from all survey, chat, email, CRM, social, and other interaction feedback sources. Out of the box connectors provide you point and click integration. We enrich feedback with behavioral and demographic data from other business systems and provide interactive dashboards so you can slice and dice to really understand various customer segments. Sharing insights is easy, with dashboard views customized for departments or roles.

Customer Experience Case Management

Drive real action based on customer intelligence. Set up alerts and route issues to the people who can fix them. Track cases, escalate when needed, and measure resolution metrics.

