

Reliable

100%
Uptime

Scalable

100, 1,000 or
10,000+
agents

Immediate

Activate the
SuccessKPI platform
in minutes with an
out-of-box connector
with leading cloud
contact center platforms.



Deploy automated machine scoring of customer conversations

- Listen to calls, view transcripts of calls and text interactions: The evaluation workspace is your conversation Inbox. Search by date, time, or call queue. Select and listen to conversations: see where key topics arise and read transcripts.
- Evaluate the success of your IVR or chatbot: Analyze all conversations, whether human or machine, to see what's working or where there are problems.
- Score agents and conversations with custom scorecards: Within the evaluation workspace, score calls or digital conversations manually as you review them. Identify where agents can improve
- Auto Score Agents: You can evaluate 100% of your agent conversations through machine scoring leading to insight into your agent's skills, behaviors and coaching opportunities like never before.



Empower agents and provide self-directed coaching tools

- Save feedback for coaching and training or deliver it to agents in real-time. Encourage them to earn performance incentives. Enable a sense of purpose, power, and personal growth through feedback generated by humans, speech engine as well as machine scoring systems.
- Agent Dashboards: Agents have their specific dashboard which not only provide input based on their handling metrics but also their evaluation and coaching feedback.

Safe, Secure, Compliant

SuccessKPI makes the privacy and protection of the data on our network and platform our #1 priority. In addition to platform security features such as automated PII redactions, SuccessKPI has established a full framework of policies and procedures to protect data in transit and at rest in our SaaS platform. These policies and procedures meet the highest industry standard and are audited and certified regularly in accordance with leading security and operational performance standards, including PCI, SOC2, HIPAA, ISO 27001, GDPR, CCPA, LGPD, FedRAMP and more.

