



Speech & Text Analytics

Analyze 100% of customer conversations to improve business outcomes

Customer conversations take place across millions of transactions, and every interaction has the power to shape the customer experience, the future of the brand, and business outcomes. SuccessKPI's all-in-one insight and action platform turn this challenge into an opportunity: powerful AI and ML engines enable companies to analyze 100% of customer conversations from calls to chats, and understand the customer's sentiment across all channels at scale to surface critical trends and patterns.



KEY COMPONENTS

Big Data Decoded With 90+% Transcription Accuracy

SuccessKPI detects sentiment, topics, moments, themes, custom phrases, as well as PII data to redact across all channels, agents, interactions, and regions – powered by AI and Machine Learning. It all starts with 90+% accurate transcription across multiple languages yielding critical business-specific insights including the ability to detect specific phrases, exact or semantic match, overtalk, silence, and more.



100% Visibility into All Conversations

Blend this conversation analytics with contact center data including ACD, Agent and WFM, both historical or real-time, to evaluate customer experiences and identify opportunities to improve customer touchpoints and agent guidance. Further mitigate risk by automatically identifying compliance issues before they escalate.





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.

KEY COMPONENTS



360-Degree View of the Brand

Spot keywords, correlate themes, understand sentiment at the conversation, brand, and entity level. SuccessKPI comes pre-loaded with dozens of common call center topics, including politeness and ownership. Build any topics you need from as many keywords in your environment to complete your analysis. Build complex themes by combining and weighing topics. Our ML engines will find new words and key phrases to correlate with your logic, and they automatically identify brands and locations in real-time.



Enterprise-Grade Insights in 30+ Languages

Equip your global-minded team with SuccessKPI's multilingual interface, available in 10 languages. Serve your customers your best experience leveraging our high-performance transcription and NLU engines which can transcribe, understand, and analyze voice and text streams in 30+ languages.

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.

