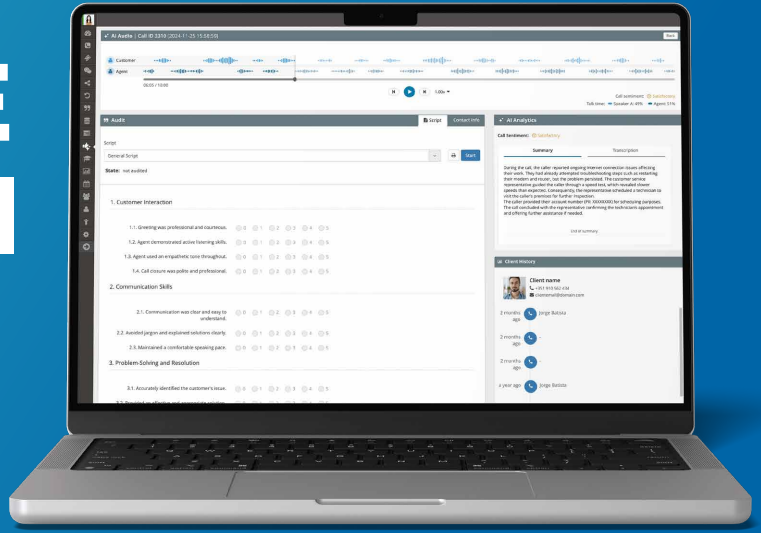


# BROADVOICE POST-CALL AI

## Uncover Call Insights, Simplify Audits

Transform call interactions into actionable insights that boost both agent performance and customer satisfaction.



## EMPOWER YOUR QA TEAM

In today's fast-paced contact center environment, understanding what happens during customer calls is critical for improving service quality and operational efficiency. Post-Call AI takes the guesswork out of call evaluations by providing detailed insights after each call.

### KEY BENEFITS INCLUDE:

#### Operational Efficiency:

Automate QA processes with tools like post-call summaries, sentiment analysis, and PII detection to save time and reduce manual workloads.

#### Customer Experience:

Gain deeper insights into customer sentiment and identify service gaps to proactively improve interactions.

#### Performance Evaluation:

Assess agent performance objectively with data-driven insights, enabling consistent and fair evaluations.

#### Centralized Insights:

Save time by accessing all relevant data on a single platform — reducing errors and missed opportunities.



## LEAD THROUGH DATA

- Understand Your Data:** Leverage detailed insights to improve personalization and communication.
- Track Customer Journeys:** Map interactions to decision-making stages and identify obstacles.
- Empower QA Teams:** Reduce audit efforts and enhance team focus on improving performance.



#### Sentiment Analysis

Gauge customer emotions with AI-powered sentiment analysis for better decision-making



#### Call Summary

Quickly grasp the essence of each call as a concise summary



#### Transcription

Turn every multilingual call audio into detailed, exportable text