



POST-CALL AI

Frequently Asked Questions

Turn your call data into actionable insights to improve agent performance, enhance customer satisfaction, and streamline QA efforts with Post-Call AI.

What is Post-Call AI by Broadvoice?

Post-Call AI is an advanced solution designed to collect, analyze, and visualize customer interactions after the call ends. With features like sentiment analysis, automated transcription, and post-call summaries, it helps businesses make data-driven decisions to improve service quality and efficiency.

WHO IT'S FOR

What industries can benefit from Post-Call AI?

Industries like retail, financial services, healthcare, telecommunications providers, HRS solution providers, utilities, and more can benefit from the ability to analyze customer calls and identify trends to improve service and operational performance.

How can Post-Call AI help my contact center?

It simplifies and accelerates post-call audits, helps identify customer sentiment, helps highlight trends, and provides insights to proactively address gaps in customer service and agent performance.

KEY FEATURES

What makes Post-Call AI different from real-time tools like Agent Assist?

While Agent Assist focuses on real-time support during calls, Post-Call AI provides in-depth analysis after the call ends. It's designed for QA teams, auditors, and managers to assess agent performance, identify customer trends, and improve the overall customer experience.

What languages are supported?

Post-Call AI can support upto 20+ languages, extending your international reach and global applicability.

[Request a Demo](#)

Learn more at broadvoice.com/post-call-ai/



KEY BENEFITS

How does Post-Call AI help improve my team's efficiency?

By automating repetitive tasks like transcription, QA reviews, and summarization, it reduces manual effort and allows your team to focus on higher-priority activities like performance improvements and customer satisfaction initiatives.

How can call summaries help my team?

Call summaries provide time savings to listen to the entirety of the call as well as concise overviews of customer interactions, allowing managers to quickly understand call contexts during reviews without needing to replay entire conversations.

What problems does Post-Call AI solve?

It addresses challenges like lengthy QA processes, lack of actionable insights, and inefficiencies in identifying customer pain points, all while enhancing agent performance evaluation and customer satisfaction.

NEXT STEPS

How do I get started with Post-Call AI?

Existing customers can request this feature activation through our support team. New customers can request a demo or speak to our sales team to set up their account. Once onboarded, our team will guide you through the integration process.

How can I learn more?

For more information or to schedule a demo, visit broadvoice.com/post-call-ai/ or connect with our team today.

[Request a Demo](#)

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