

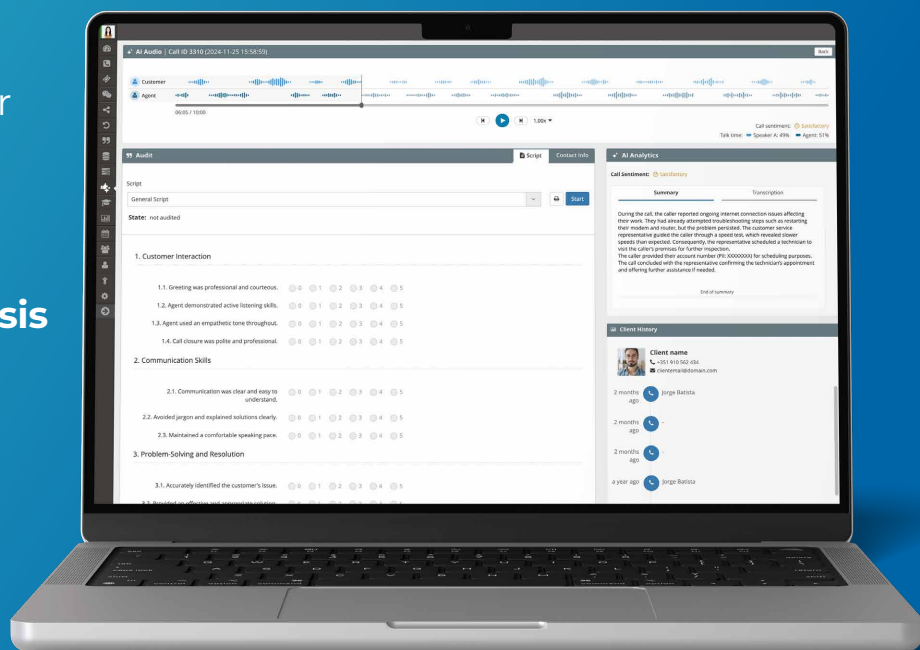
POST-CALL AI

Gain Deeper Insights, Simplify Audits, and Improve Performance

Turn every call interaction into strategic insights to drive higher customer satisfaction.

Cut the time and effort it takes to review calls by automating **transcription, sentiment analysis and call summarization.**

Post-Call AI gives you detailed insight into your team's performance and maximizes workflow.



About Post-Call AI

Streamline Operations

Have the time and resources to focus on your high-level strategy and team management rather than digging through mountains of data manually. Post-Call Analytics reduces your administrative burdens and streamlines your workflow so your team is more efficient and effective.

Smooth CX Friction

Find and fix areas of dissatisfaction in your agent interactions by using AI-backed sentiment analysis. The tool gives your team a deeper understanding of customer emotions, letting you tailor training and proactively improve your CX.

Make Decisions Faster

Using features like sentiment analysis, you can highlight recurring issues and trends across your customer interactions. This lets you make informed decisions on training, process improvements, and resource allocation—all based on data.

Centralize Your Data

Get all your critical post-call data immediately without having to toggle between multiple screens or tools. This saves you time and reduces the chance of human errors or missed details creeping in.

Key Features



Sentiment Analysis

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



Transcription

Turn every multilingual call audio into detailed, exportable text



Call Summary

Quickly grasp the essence of each call as a concise summary

[Request a Demo](#)

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

