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[24]7.ai Conversation Insights

Turn every customer conversation into intelligence to drive better outcomes for customers, agents, and businesses

Gain AI-driven insights from omnichannel customer conversations

[24]7 Conversation Insights is an analytics platform that improves business intelligence, workforce optimization, and automated quality and compliance management by providing enterprises with AI-driven insights from omnichannel customer conversations. Unlike channel- or platform-dependent analytics solutions, [24]7 Conversation Insights uniquely aggregates and analyzes structured and unstructured conversation data in a unified platform—independent of the vendor or technology used to handle calls, chats, messaging, surveys, social media and more. This comprehensive, cross-channel visibility into customer and agent (human and bot) interactions enables you to derive actionable insights that reduce operational costs, boost agent performance and enterprise revenues, and elevate service quality and the customer experience.

Key Business Benefits

Elevate CX

Uncover customer intents, sentiment, and preferences to guide CX improvements.

Boost Agent Performance

Use insights to improve service-to-sales conversion, retention, and agent behavior.

Achieve 100% Monitoring

Reduce the burden on QA teams by automating conversation monitoring.

Protect Brand Reputation

Proactively identify and mitigate noncompliance events and the associated costs and risks.

Enhance Operational Efficiency

Optimize operational metrics such as call volume, escalations, and resolution to drive down costs.

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Product Features

FEATURE NAME	FEATURE DESCRIPTION	WHY YOU NEED IT
Transcription	Leverage Automatic Speech Recognition (ASR) to transform large volumes of unstructured speech data to text for further analysis.	Analyze every audio conversation from two vantage points—the customer and the agent—to improve both the CX and agent performance.
Playback	Securely store and index every conversation for a customizable retention period. Conversations are searchable and available for playback.	Enable multiple use cases including playback for quality monitoring, agent coaching, and even as a record for use during lawsuits.
Filtering	Drill down from a pool of thousands to millions of conversations based on several parameters including customer, agent, queue, duration and more.	Perform ad hoc analysis to derive instant insights (e.g., call volume by day of week, escalations by queue, etc.).
Full unstructured text search	Search for keywords, open text, the entire transcript, or any combination from a conversation pool in seconds.	Search based on what's unique to your business—such as the mention of your products, competition, season, name of a place—to surface conversations containing those topics of interest for further analysis.
Sentiment over time	Use the power of natural language processing (NLP) and text analytics to track how customer sentiment evolves over time and the agent's impact on customer sentiment.	Understand how your agents are impacting customer sentiment over time. An interaction may start with a negative sentiment, such as the customer articulating a problem. An effective agent will turn that call around to finish with a burst of positive sentiment. The shape of these "Sentiment over time" charts will reveal how an agent handles a situation.
Topic extraction and topic sentiment	Find common topics across voice and digital interaction channels. Tie topics to a sentiment score, including multiple topics that are part of the same sentence.	Understand customer sentiment about your products, services, store location, support staff, and brand.
Business rules	Create custom rules to identify occurrences of any topic of your interest (e.g., product, competitor) and tag them for further analysis.	Automatically tag conversations containing topics of interest. For example, you can tag every conversation in which the agent discusses a new product or pricing.
Geographic modeling	Visually represent data distributed across a chosen location (e.g., interaction volume by US state).	Want to know which states contributed the highest call volume to the tech support queue during an NFL game? Geographic modeling gives you the snapshot in seconds.
Dashboard creation	Create dashboards using an intuitive interface. Create a set of charts, reorder them, and customize them to suit your needs.	Create role-based customizable dashboards for your stakeholders—such as the executive team and sales and quality leaders—to surface relevant insights.

Actionable insights that return real results

100% Call Monitoring

protects the brand reputation of a large retail bank

- Business rules engine
- 100% monitoring for pricing
- Notifications for QA team

AHT Reduction

improves customer satisfaction for a financial services giant

- Customer intent analysis
- Root-cause analysis
- CX impact dashboards

FCR Optimization

drives CX for an American telco

- Repeat-call analysis
- Agent performance analysis
- Insights for agent training

Product Highlights

Platform-agnostic speech and digital analytics
- 24]7 Conversation Insights integrates data from the myriad of customer-interaction systems you deploy—including telephony, chat, business messaging, email, survey, social and more—to surface actionable insights.

Intent, sentiment, and root-cause analysis
- Reveal what customer conversations explicitly communicate (i.e., intents, keywords, topics) and what is implicitly expressed (i.e., sentiment) to uncover how your customers truly feel about customer support, products, services, and the brand.

Business Intelligence and Dashboarding
- Create customizable, role-based dashboards to track CX and operational metrics that are unique to your business and stakeholders.

Why you need it?

Build the big picture in intent
[24]7 Conversation Insights combines customer conversation data from multiple sources to understand what your customers mean— not just what they say. More accurate intent prediction means your customers get things done faster and more easily, saving you time and money while also boosting customer satisfaction.

Improve agent performance objectively
[24]7 Conversation Insights equips supervisors with unbiased insights into agent performance across channels and lines of business. You'll learn what top-performing agents are doing that other agents aren't, so you can replicate it across the team—and what's causing outliers to struggle so you can address that effectively.

Create enterprise wide value
With [24]7 Conversation Insights, you're able to elevate your entire enterprise by sharing relevant insights with other team leaders, enabling them to make better-informed decisions. You have tons of unsolicited customer conversation data in your contact center every day. What you really have is a treasure trove of insights useful for Products, Marketing, eCommerce, Supply chain, etc.

How to Get Started

Whether you're new to analytics or an existing [24]7.ai customer looking to deepen your conversation insights, [24]7.ai has a framework to match your needs—today and tomorrow. We're the partner you can rely on to outperform your goals. Contact us today.