



Reveal ^{BOOST} | cx

Uses voice-transcription technology and machine learning to highlight the areas to improve for a better customer experience.

 **nexcom.**

www.nexcomglobal.com

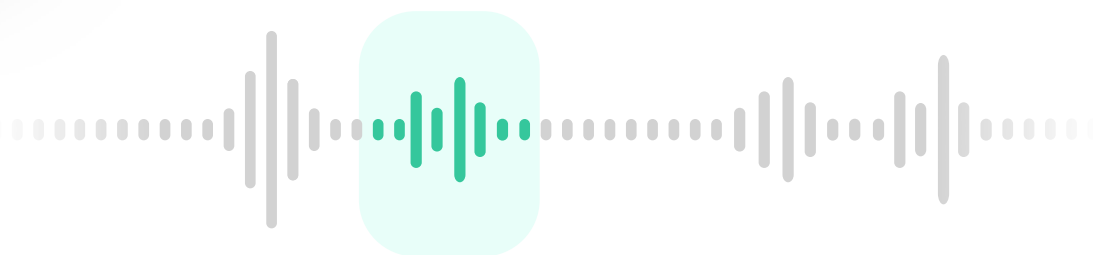
It's the intelligence of tomorrow, today

RevealCX Boost will boost the benefits of RevealCX with AI capabilities. With the use of voice-transcription technology and machine learning it highlights the areas to improve for a better customer experience.



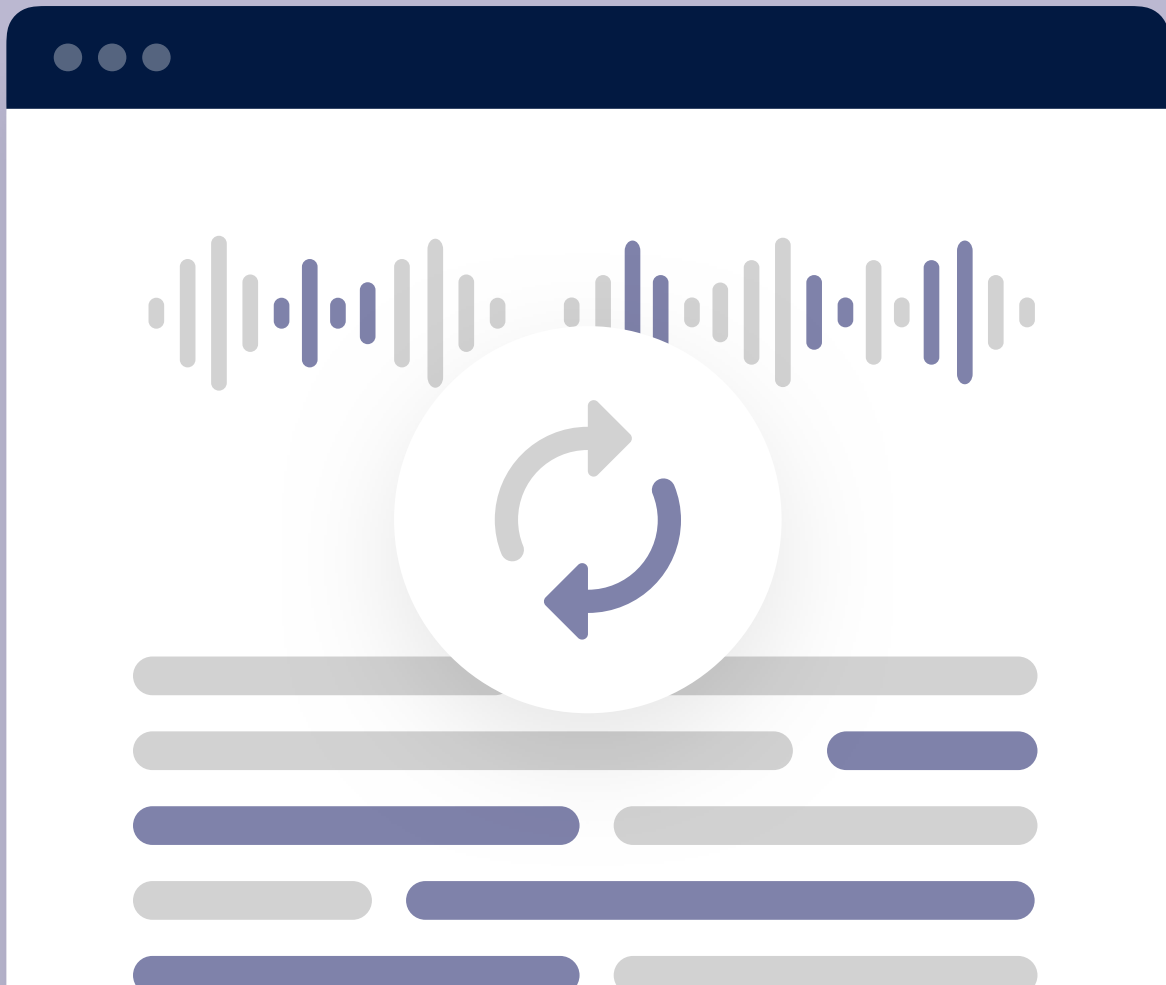
On call

03:12



Sentiment analysis





With a little help from...

In practice, the intelligent transcription technology converts the audio of a speech recording into digital text, using machine learning algorithms to decipher data and turn it into insights. This allows companies to harness the full potential of their recorded content - without the hassle of manual processing. We provide companies with the capabilities to drive customer experience.

Because the customer is the most important asset to a company.

Magnum, A.I.

The AI component makes it easy to find particular words and patterns for business-critical analysis – to address issues before they turn into trouble. With RevealCX Boost companies can now detect certain values within the data at a granular level:

How often are competitors mentioned? How often are certain products mentioned? What products are generally not working? What kind of requests occur the most? Which agent characteristics negatively trigger customers?

Whatever answers you are looking for to increase agent performance, customer satisfaction, and conversion rates, RevealCX Boost will help you get there.

But that's not all...



Sentiment analysis

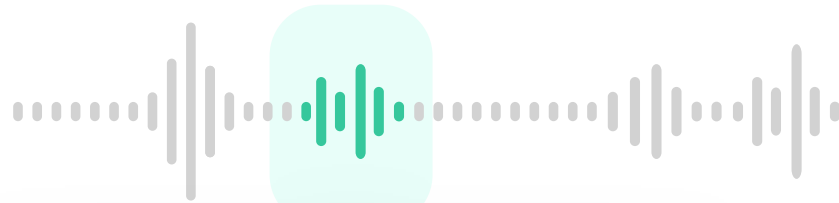


Keyword detected



On call

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Sentiment analysis



It reads between the lines

What really makes RevealCX Boost excellent is its intuitive sentiment analysis. It can determine whether a call-in customer is positive, negative, or neutral, based on how they speak. The sentiment analysis extracts subjective information and provides valuable information about what's hiding behind the words – such as pauses and breaks, pace, agitation, and intonation.

Customer service staff don't always get the verbal recognition and appreciation they deserve. The sentiment analysis can identify happy customers by their tone and temperament.