



Authenticx

Nothing Replaces Listening

Harness the power of conversations with AI built for healthcare.

Authenticx blends human and automated analysis of conversation data to bring data-backed insights to your organization.

Our founder, Amy Brown, saw a need for deeper listening. As a result, she created a comprehensive solution designed to analyze conversations at scale: expanding organizations' ability to listen to, and act on, insights from the voice of their customers.

By taking recorded customer interactions that are already occurring—calls, emails, chats, etc.—

and using AI and natural language processing, Authenticx delivers meaningful insights.

Customer conversations reveal a renewable source of insight for all parts of the healthcare enterprise so key stakeholders can make more informed business decisions.

9+

Healthcare-specific
AI models

200M+

conversations
analyzed

100+

combined years of
leadership experience
in healthcare

Authenticx listens, analyzes, and activates customer voices.

Unlock business insights derived from customer conversations.



Focused on Healthcare

Proprietary machine learning + AI models trained on healthcare data to solve healthcare-specific problems.



Speed to Value

Utilize a renewable data source you can act on without creating friction for the customer.



Listen at Scale

Comprehensive, actionable insights with capabilities to drill down and understand how individual conversations fit together.



The Eddy Effect™

A proprietary Authenticx metric that measures CX disruption by identifying points of friction with context and analysis.

Expand with Authenticx AI



Eddy Effect™

Proprietary AI model that dynamically identifies areas of friction and common roadblocks experienced by customers.



HIPAA Compliance

Monitor for HIPAA compliance across every conversation and customer touchpoint for easy reporting and escalation.



Safety Event

Detect adverse events, product quality complaints, as well as agent acknowledgement of these events.



Speech Analytics

Drill into transcripts and audio with automated topic identification and rule-based classification.



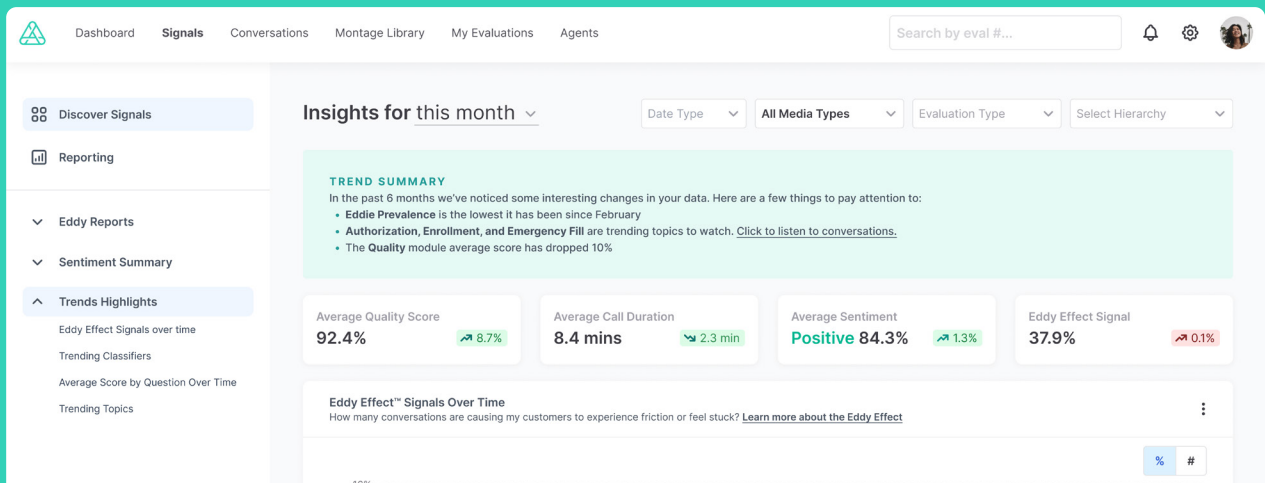
Conversation Summary

Use generative AI to perform speech-to-text summarization with a proprietary LLM model that is available via API.



Report Summary

Use generative AI to see a list of trending topics occurring across your conversations to proactively address emerging issues and topics.



Improve processes, products, and performance.

+ Agent Coaching Dashboard

Identify and track agent skill gaps and improvements over time without increasing QA headcount.

+ Eddy Effect™ Dashboard

View actionable feedback in a single performance analytics dashboard. Track impactful metrics across the organization to eliminate waste and improve customer outcomes.

+ Montage Builder™

Bring the voice of the customer directly to healthcare leaders. This tool allows audio samples to be edited, clipped, and shared to create empathy at scale.

+ Speech Analyticx™

Summarize themes and trends across all conversations. Metrics around conversation topics, sentiment, and other reporting can help establish a 'big picture' story on what your data is telling you.

+ Redaction

Remove certain text and audio to protect sensitive information (e.g., PHI, PII) without limiting insights.

+ Conversation Explorer

Search conversations based on any number of filter criteria, including specific agents, topics, or AI model results.

+ Smart Predict™

Automate evaluations of customer conversations using machine learning capabilities. Models proactively listen to identify if specified criteria is present.

+ Workflows

Assign and monitor team tasks in a workflow management tool for QA leaders. Create automated processes based on triggers to assign and monitor your teams' tasks.

Additionally Authenticx offers consultative services that include: Insights Sessions and AI Validation.

Built from healthcare, for healthcare.

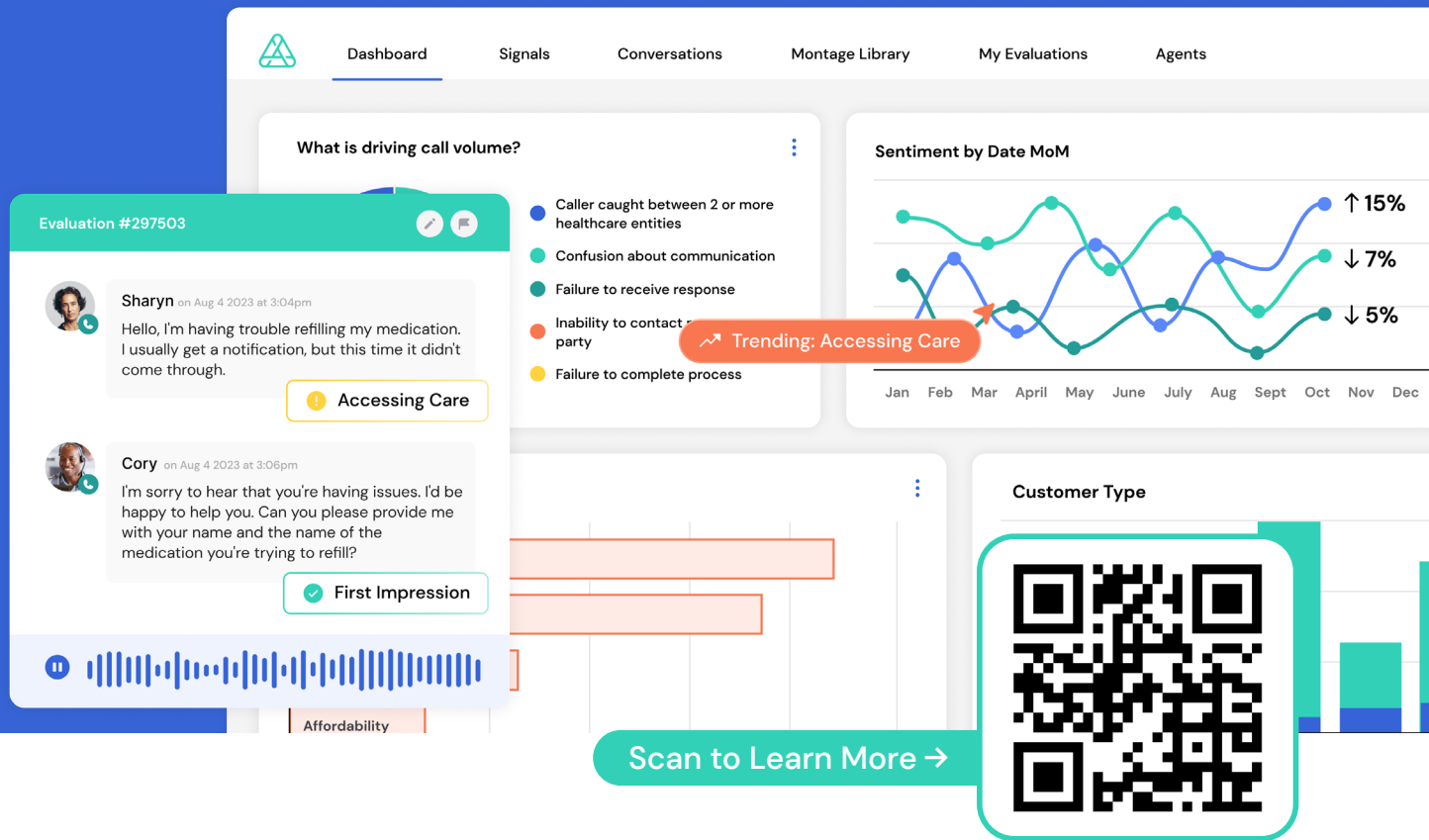
Invest in success with the Authenticix platform.

Authenticix Bundles

	Starter	Advanced	Enterprise
Platform Access	✓	✓	✓
AI Evaluations	✓	✓	✓
API Access	✓	✓	✓
Module Forms	✓	Custom	Custom
AI Classifiers	✓	Custom	Custom
AI Models	3 included	5 included	7+ included
Agent Coaching		✓	✓
Workflows		✓	✓
Custom Data Sources		2 included	Custom
Custom Report Building			✓

Add-ons + Services

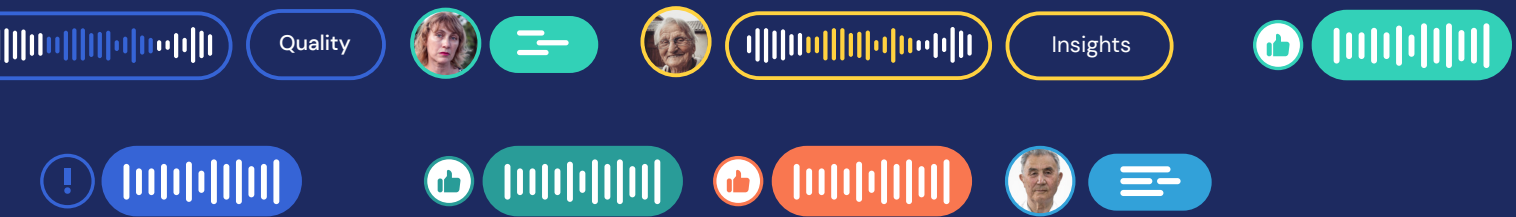
- + AI Validation
- + Agent Coaching Dashboard
- + Customized Technical Support
- + Redaction
- + Bring Your Own Encryption Key (BYOK)
- + Professional Services
- + Insights Sessions
- + Journey Analysis
- + Consultation & Support



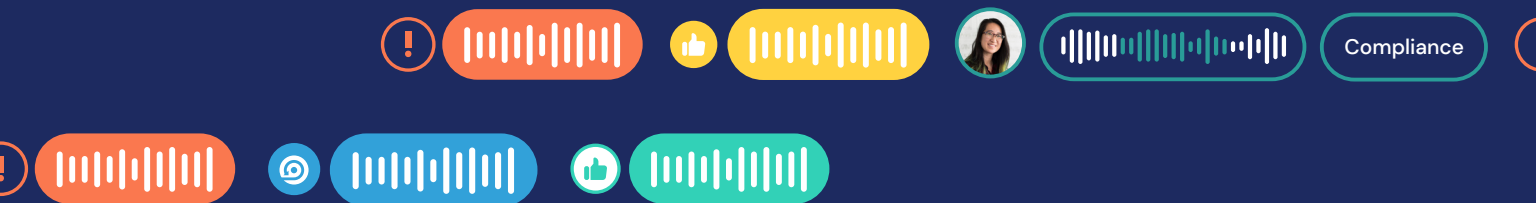
Listen at scale with artificial intelligence.

Unlock insights hidden in everyday conversations with Authenticx. Built by healthcare professionals, our platform drives data-backed decisions to help teams listen, discover, validate, and act.

- Conversation and Speech Analytics
- Agent Coaching and Automated Quality Evaluations
- Customer Sentiment and Brand Analysis
- Customer Journey and Experience Analysis



We're on a mission to help humans
understand humans.



Authenticx.com