



Discover, Analyze, Explore, Act

Transform your customer experience with enterprise grade contact center analytics powered by AI and ML.

Cloud AWS Application

Platform components

Four products in one integrated framework



Conversation analytics

Your contact center runs on data. SuccessKPI provides a superframework of CX data combined with an enterprise data warehouse and business intelligence layer — in ONE place.

- Realtime and historical contact center metrics (AHT, agent performance, AWT)
- Visibility across all channels (voice, chat, social, email)
- Suitable for any contact center size: startup to Enterprise

Customize reports, create powerful visualizations, import and export data and engage colleagues with report subscriptions.



Speech & text analytics

Know what's happening inside your conversations. Our high-performance transcription and NLU (Natural Language Understanding) engines operate in more than 20 languages to give you insight from your call recordings and chat transcripts. Our AI and ML engines spot keywords, correlate themes, and understand sentiment at the conversation, brand and entity level.



Playbook Builder™

Roll out actions and generate impact on your business outcomes in realtime with Playbooks. Our AI engines review your conversations as they occur and based on your specifications, invoke actions based on what's happening related to call sentiment, keywords, themes, or metrics.

- Send email and text message alerts and notifications
- Invoke an AWS Lambda function to run a fraud routine
- Push data to a REST function to open a case in Salesforce
- Send a conversation to the evaluation workspace



Quality management

Supervisors and agents can collaborate and review conversations, while teams can customize scorecards to assess agent conversations. Save feedback for coaching and training, or deliver it to agents in realtime. Need help evaluating calls? Create Playbooks to identify important calls and let our ML engine automate evaluations for you.



Supercharge your data

Drive CX and business performance

A superframework of CX data — in ONE place.

Your data resides in so many different places. SuccessKPI sits on top of your disparate platforms, pulls them together, and does the hard work for you.

A 360° view

Contact center analytics | Speech and text analytics | Playbooks | Quality management

Rapid activation

Set up the SuccessKPI platform in minutes and connect it to leading cloud contact center platforms such as Genesys Cloud and Amazon Connect.

100% cloud SaaS convenience and flexibility

Our secure, high performance native AWS platform is serverless and ready to handle any size contact center, whether you have 50 agents or 5,000.

The power of AI and ML

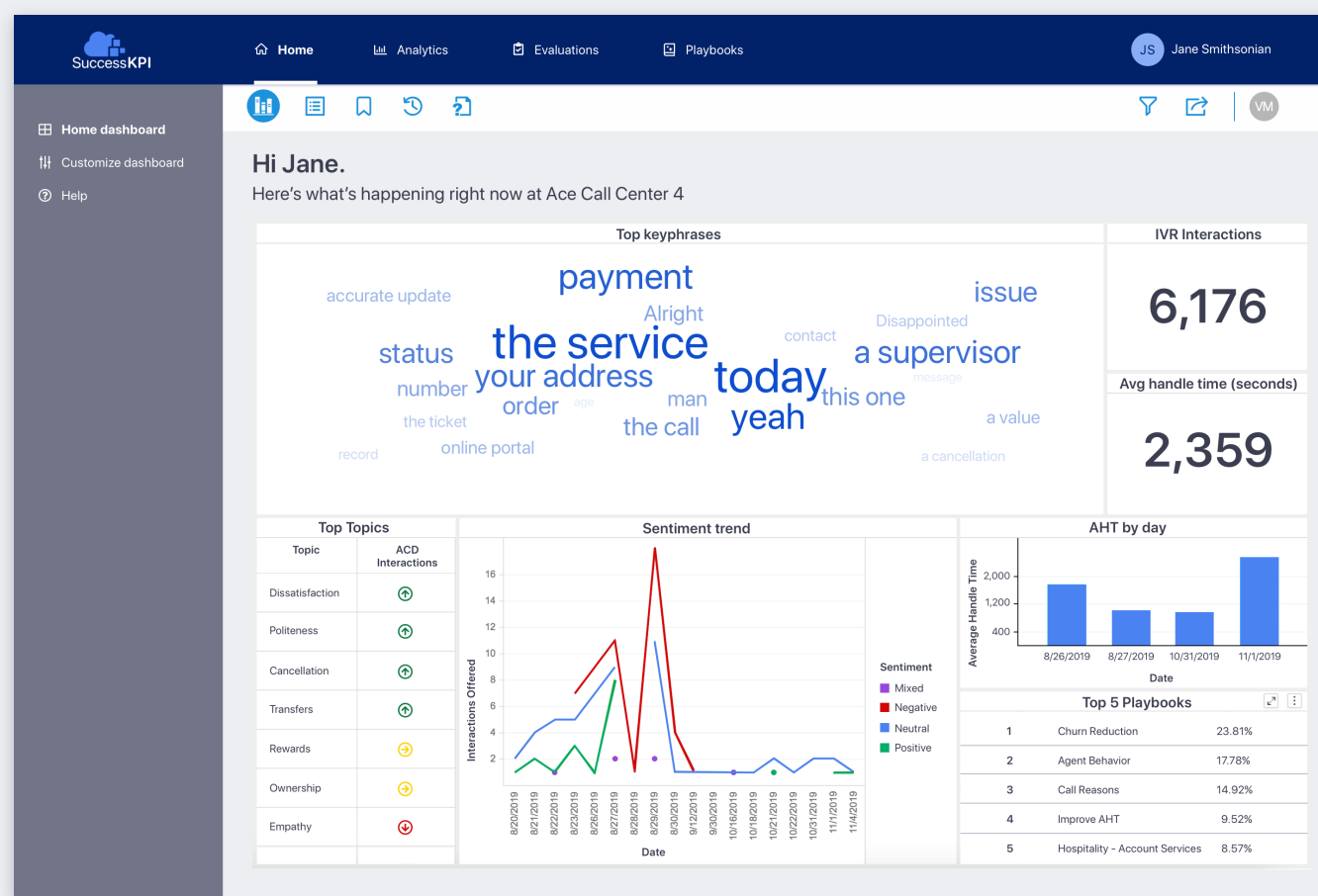
Our Artificial Intelligence and Machine Learning engines make insight a breeze — from analyzing conversations and deriving sentiment to triaging issues and driving actions.



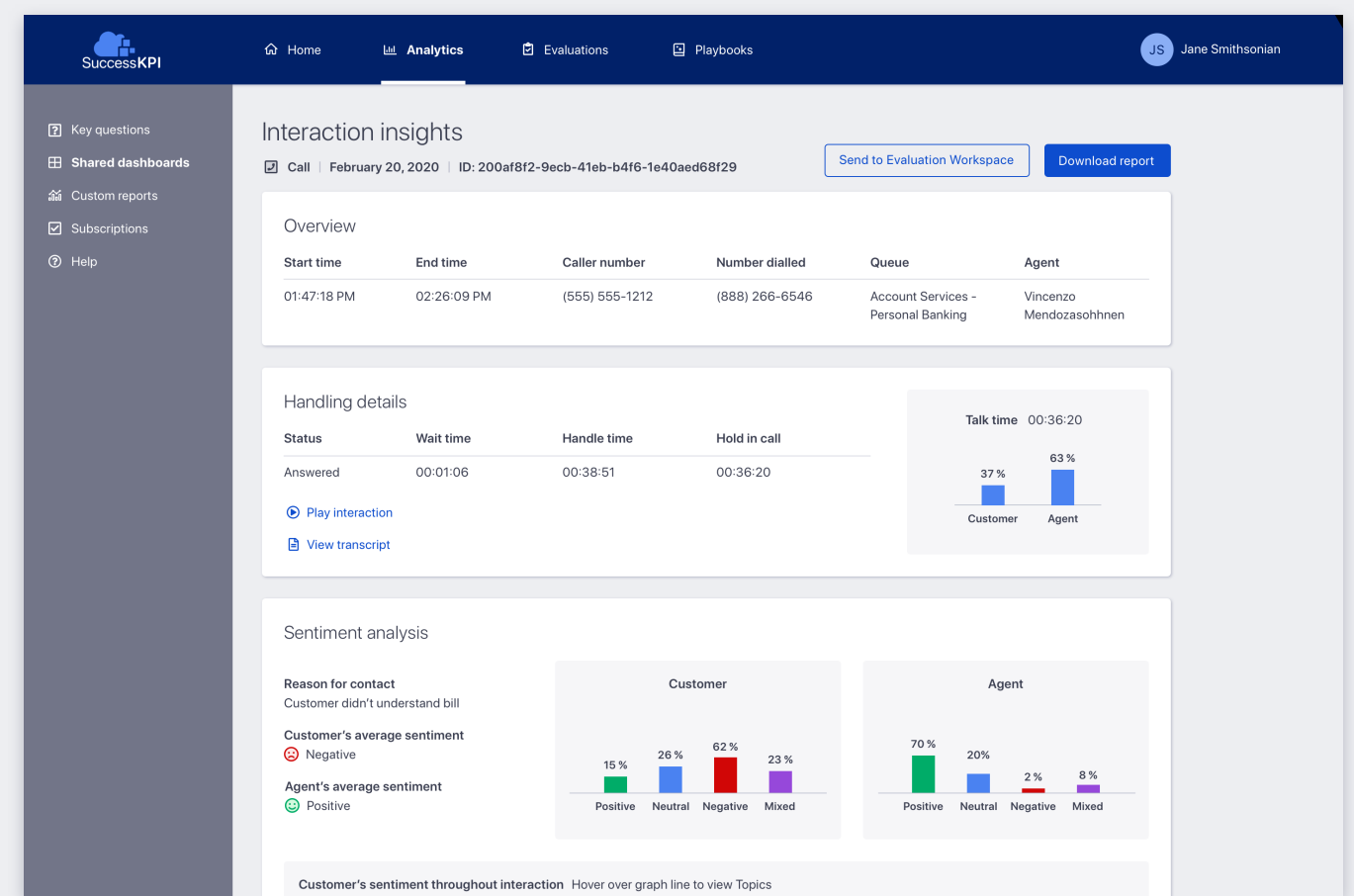
Close all your data gaps

Set up in a snap, with minimal overhead

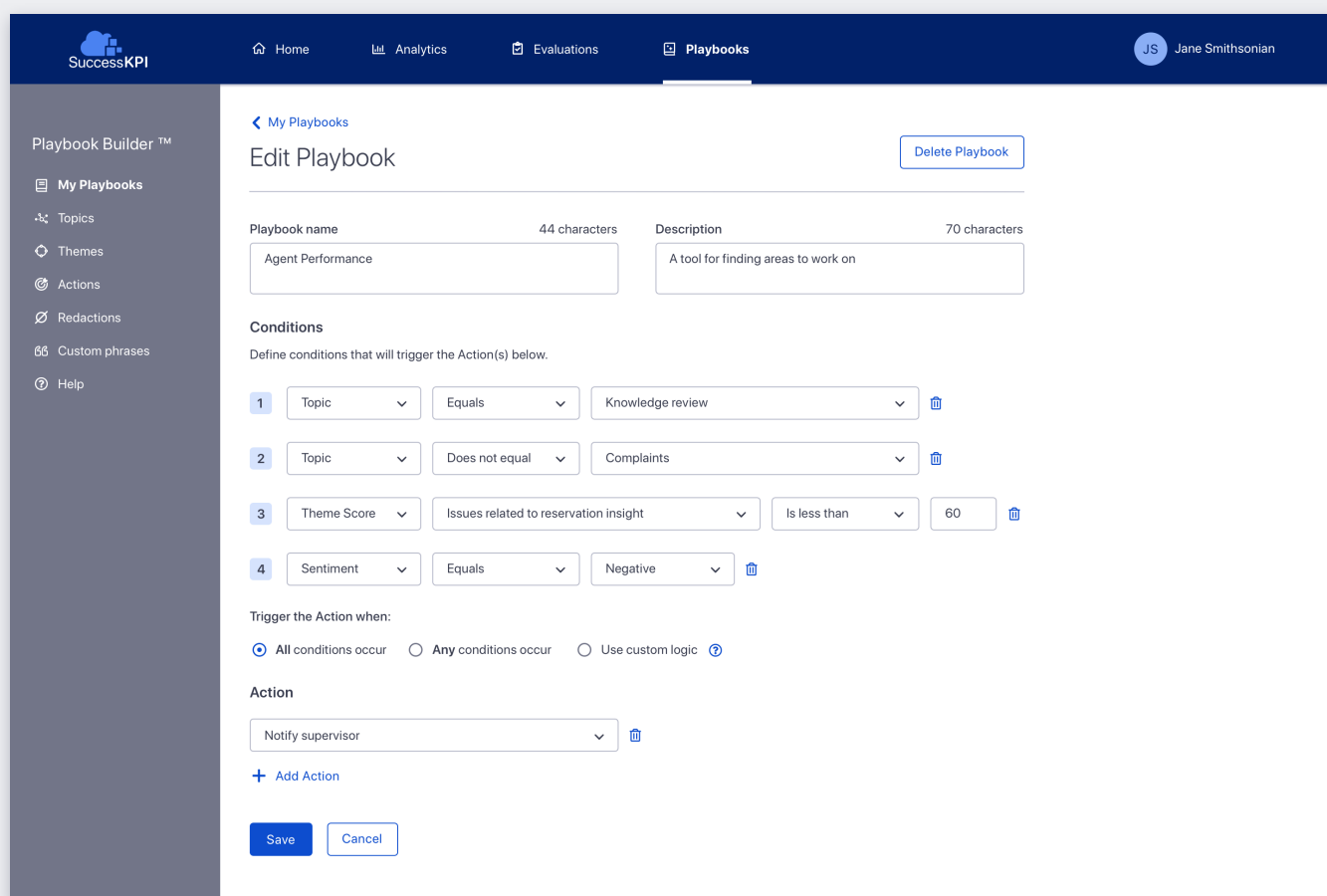
Conversation analytics



Speech & text analytics



Playbooks



My Playbooks

Edit Playbook

Playbook name: Agent Performance (44 characters)

Description: A tool for finding areas to work on (70 characters)

Conditions

Define conditions that will trigger the Action(s) below.

- Topic equals Knowledge review
- Topic Does not equal Complaints
- Theme Score is less than 60
- Sentiment equals Negative

Trigger the Action when:

☒ All conditions occur ☐ Any conditions occur ☐ Use custom logic

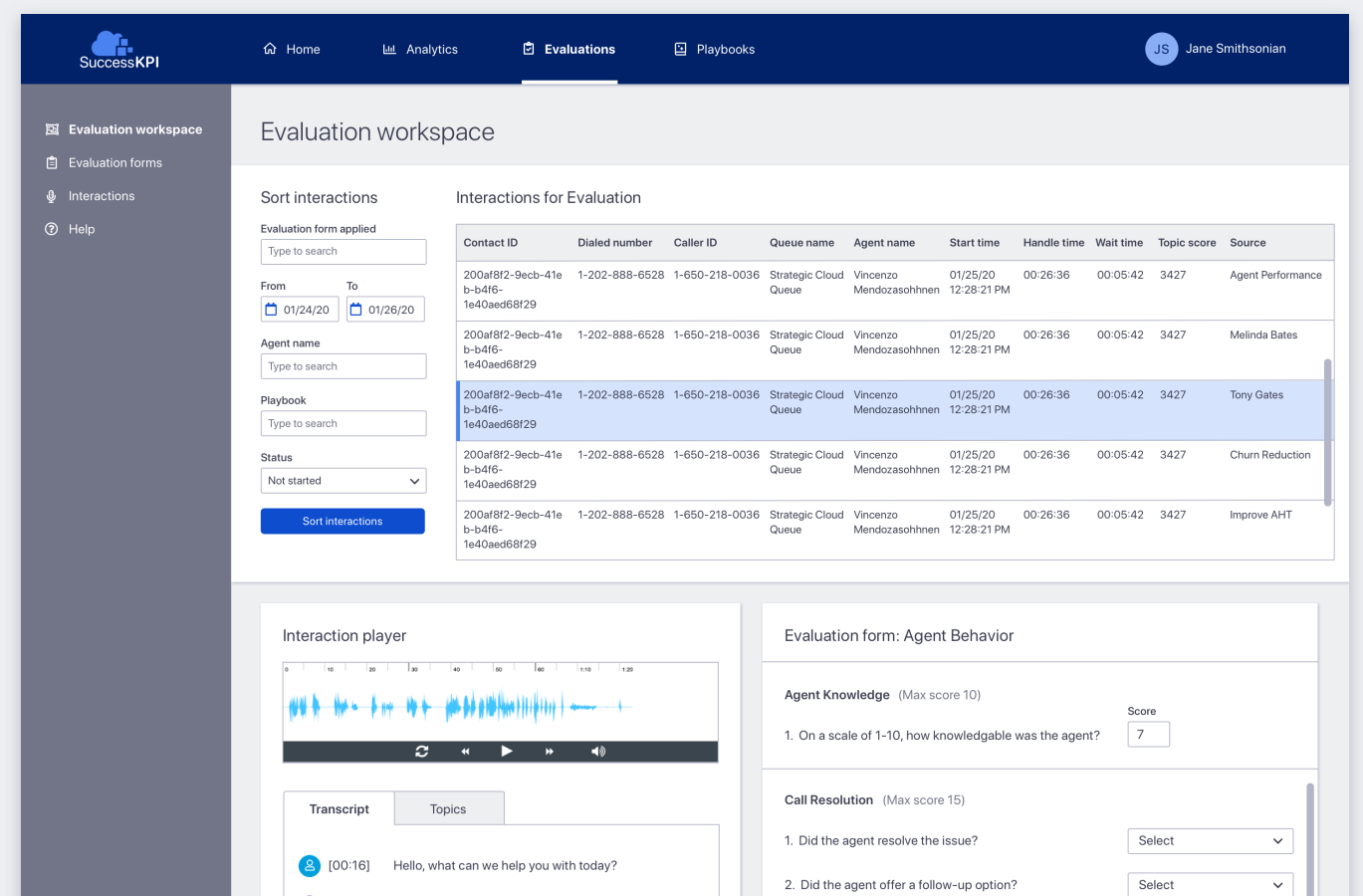
Action

Notify supervisor

+ Add Action

Save Cancel

Quality management



Evaluation workspace

Sort interactions

From: 01/24/20 To: 01/26/20

Interactions for Evaluation

Contact ID	Dialed number	Caller ID	Queue name	Agent name	Start time	Handle time	Wait time	Topic score	Source
200af8f2-9ecb-41eb-b4f6-1e40aed68f29	1-202-888-6528	1-650-218-0036	Strategic Cloud Queue	Vincenzo Mendozasohnnen	01/25/20 12:28:21 PM	00:26:36	00:05:42	3427	Agent Performance
200af8f2-9ecb-41eb-b4f6-1e40aed68f29	1-202-888-6528	1-650-218-0036	Strategic Cloud Queue	Vincenzo Mendozasohnnen	01/25/20 12:28:21 PM	00:26:36	00:05:42	3427	Melinda Bates
200af8f2-9ecb-41eb-b4f6-1e40aed68f29	1-202-888-6528	1-650-218-0036	Strategic Cloud Queue	Vincenzo Mendozasohnnen	01/25/20 12:28:21 PM	00:26:36	00:05:42	3427	Tony Gates
200af8f2-9ecb-41eb-b4f6-1e40aed68f29	1-202-888-6528	1-650-218-0036	Strategic Cloud Queue	Vincenzo Mendozasohnnen	01/25/20 12:28:21 PM	00:26:36	00:05:42	3427	Churn Reduction
200af8f2-9ecb-41eb-b4f6-1e40aed68f29	1-202-888-6528	1-650-218-0036	Strategic Cloud Queue	Vincenzo Mendozasohnnen	01/25/20 12:28:21 PM	00:26:36	00:05:42	3427	Improve AHT

Interaction player

Transcript: [00:16] Hello, what can we help you with today?

Evaluation form: Agent Behavior

Agent Knowledge (Max score 10)

1. On a scale of 1-10, how knowledgeable was the agent? Score: 7

Call Resolution (Max score 15)

1. Did the agent resolve the issue? Select

2. Did the agent offer a follow-up option? Select