CXEX AutoInsights

AI-powered voice analytics that turns raw call recordings into actionable insight, helping businesses enhance customer experience, boost sales and optimise operations.

The Old Way

- Managers listen to a handful of random calls
- Problems are guessed at, not measured
- Issues are found too late, after the damage is done
- Huge manual effort for very little insight

The CXEX AutoInsights Way

- AI listens to 100% of calls, automatically
- Surfaces why customers are unhappy and why sales don't close
- Flags exactly where risk, complaints and coaching gaps exist
- No extra work for agents, no keyword lists, no setup

> *Built to understand complete conversations, not just isolated keywords. Works straight out of the box, delivers results within days, and is built for regulated industries where accuracy and compliance matter most.*

- ✓ **State-of-the-art AI:** purpose-built speech and language models for conversation analytics.
- ✓ **Any channel, any platform:** analyses voice, chat and email conversations across any telephony or UC system.
- ✓ **Rapid ROI:** cost-effective subscription pricing with no upfront investment.

400+	1000+	100%	15+
AI MODELS IN PRODUCTION	AGENTS MONITORED	CLIENT SATISFACTION	YEARS' EXPERIENCE

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12 Key Capabilities

What CXEX AutoInsights uncovers in every conversation

Call Transcription
A complete transcript of every call, including speaker diarisation.

Call Summarisation
A concise, auto-generated summary of every call for rapid review.

Categorisation & Topics
Topic identification shows what is really driving call volumes.

Quality Assurance
Automated agent scoring across 100% of calls, 100% of the time.

Issue Resolution
Flags unresolved calls and why, broken out by agent and topic.

Behaviour Predictions
Likelihood of a customer calling back again or raising a complaint.

Voice of Customer
Automated CSat & NPS indicators at category and agent level.

Reasons for Dissatisfaction
Pinpoints when and why customers are unhappy.

Sales Effectiveness
Understand what separates top performers to sharpen training.

Emotion & Sentiment
Assesses customer and employee stress, empathy and energy.

Compliance & Adherence
Automated checks against regulation, policy and script.

Profanity Detection
Flags problem language for rapid review of risky calls.

Comprehensive coverage: CXEX AutoInsights analyses 100% of calls. No sampling, no guesswork, just complete visibility into every customer interaction.

ON THE ROADMAP

Ask Anything
Conversational, ChatGPT-style access to insights

Agent Self-Service Portal
Agents view their own scores and coaching

Comprehensive UI Refresh
A modernised front end, currently in development

Use Cases Across the Business

Whatever your business, formal contact centre or not, conversations hold data that is expensive to leave untapped. CXEX AutoInsights turns raw recordings into insight across the objectives that matter most:

Quality Assurance	Move beyond sample-based checks: automate scoring across 100% of calls with targeted coaching for every agent.
Compliance & Risk	Automate compliance checks on every call, catching issues before they escalate into a finding, a fine, or a headline.
Operational Efficiency	Identify root causes of repeat contact, automate tagging and CRM updates, and free agents to focus on higher-value work.
Customer Experience	Automated CSat and NPS indicators show your strengths and weaknesses by category and agent, so effort goes where it counts.
Sales Effectiveness	Understand what separates top performers from the rest, and coach every rep towards a stronger close rate.
Employee Experience	Give previously invisible frontline work visibility, reducing stress and attrition while lifting agent satisfaction.

Works with your existing stack, no rip and replace, and if your platform isn't listed, that's rarely a blocker

Wildix | Xelion | TelXL | Amazon Connect | Puzzel | Netsapiens

Microsoft Teams | Webex | Five9 | 8x8 | Yeastar | 3CX | + more, on request

> *One recorded conversation, read once by AutoInsights, feeds quality, compliance, sales, service and people teams at the same time, so no team is working from a different picture.*

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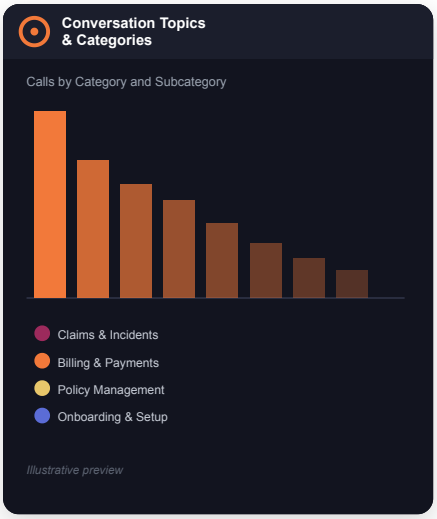
See CXEX AutoInsights in Action

A closer look at the insight surfaced from real conversations



Conversation Topics & Categories

Sales Effectiveness

Agent Performance Report

Illustrative previews based on the screenshots you shared; drop your own screenshot images into this row to replace them exactly.

Three views into the same dataset: what customers are talking about, where sales conversations are winning or losing, and how each agent is performing, all generated automatically from 100% of calls, with no manual tagging or sampling required.

Customer Benefits & ROI

1. **AI Automation Journey**
   Analyse 100% of calls, not a sample
2. **Customer Experience**
   Stronger loyalty, real advantage
3. **Employee Experience**
   Reduced churn, lower training cost
4. **Increase Productivity**
   Shorter AHT, higher FCR
5. **Sales Effectiveness**
   Better win/loss, sharper skills
6. **Mitigate Compliance Risk**
   Automated rule adherence checks
7. **Reduce Costs**
   Data-driven, less inefficiency

Every business is different. We take the time to understand your goals and challenges first, then configure CXEX AutoInsights around the capabilities that matter most, so the value it delivers is real and relevant to you, not generic.

How It Works

1. **Capture**
   Calls recorded on your existing telephony, UC or contact-centre platform.
2. **Ingest**
   Recordings securely ingested and prepared for processing.
3. **Analyse**
   Every call transcribed and analysed with tailor-made AI models.
4. **Act**
   Insight surfaces through customisable dashboards and reports.
5. **Improve**
   Models and dashboards continuously evolve with your business.

Pricing & Packaging

£ **No Upfront Costs**
Zero investment to start, generating insight within days.

≡ **Subscription Model**
Simple monthly fee based on users or calls, four base packages.

\+ **Optional Modules**
Emotion detection, compliance and risk management, BI dashboards.

Most customers are live and generating insight within days, not months, with no disruption to existing telephony or UC systems.

Why Choose CXEX AutoInsights

Trusted by teams who need every conversation to count

100% Call Coverage

Rapid, Provable ROI

Telephony Agnostic

Actionable Dashboards

Simple, Fair Pricing

Fast, Guided Onboarding

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Ready to get started?

Get in touch to see CXEX AutoInsights in action for your business.

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