

CXaaS Customer Experience as a service

Our Conversation Intelligence platform that **monitors** and **evaluates** 100% of call center interactions transforming them in a strategic lever.

Improve your **Customer Experience, productivity and compliance** in your contact centre with CXaaS, Swiss Re's Conversational Intelligence platform

Core Capabilities



Self-service, insurance specific

Easy API interface, no coding, self-tailoring capabilities with insurance DNA



Automated Quality Assurance

Automating QA scoring, surfacing non-compliance, and identifying coaching opportunities



Business Intelligence

Identifying intent, emotions, complaints and friction points to support throughout the value chain

Outcomes



Up to 50% higher **productivity** by reducing manual QA effort and speeding up coaching cycles



Identifies **correlation** between **agent behavior** and **conversation outcome** to built best practices



Improves **customer persistency** by identifying customer complaints and frustration across all interactions, enabling proactive actions



Customizable dashboard to identify key call metrics and drive optimal customer experience