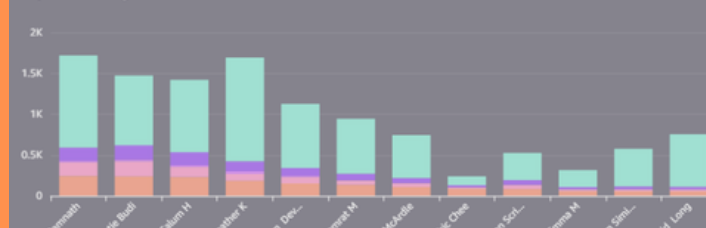


Empathy %	97%	88%	87%	88%	88%	88%	87%	87%	88%
Friendliness%	95%	92%	91%	91%	92%	92%	92%	92%	93%
Professionalism %	100%	98%	98%	98%	98%	98%	99%	99%	100%
Understanding%	97%	92%	91%	93%	92%	92%	91%	92%	90%
CSAT %	95%	88%	85%	87%	87%	87%	86%	87%	87%

AUTOINSIGHTS CALL AUDIT & AUTO QA SOLUTIONS MANAGE AGENT PERFORMANCE WITH PRECISION AND FLEXIBILITY

CX QA Scores - Agents who did not meet criteria



AutoInsights is a cutting-edge SaaS Speech Analytics Platform designed to revolutionize performance and quality management in contact centers. By leveraging advanced AI and machine learning technologies, AutoInsights extracts actionable insights from call recordings, enabling faster, data-driven decision-making. Our platform offers powerful tools to automate performance evaluation, track compliance, and support agent coaching, all while ensuring efficiency and scalability.

To support your business needs, AutoInsights offers two tailored solutions:

1 Call Audit (Agent Scorecard) – Customized Performance Audit Solution

The Agent Scorecard provides a comprehensive **weekly performance overview** to support coaching teams. Designed as a customized, client-specific solution, it enables targeted improvements and builds agent accountability.

Key Features:

- **Detailed Performance Insights:** Highlights areas of strength and opportunities for development.
- **Weekly Reporting:** Tracks performance trends over time, enabling informed coaching strategies.
- **Coaching Support:** Provides actionable insights to guide agents toward better outcomes.
- **Custom Metrics:** Tailored to your business's specific performance and compliance needs.

Ideal for:

- Businesses requiring **tailored performance audits** beyond standard reporting.
- Coaching teams looking for **in-depth trend analysis** to enhance agent skills.

Note: This solution requires customization and is not available as an Out-of-the-Box feature.

Which Solution is Right for You?

- Choose **Call Audit** if you need deep-dive performance audits customized to your business needs.
- Choose **AutoQA** if you require a fast, scalable, automated compliance tool with manual scoring flexibility.

2 AutoQA – (Media Player Auto QA Scorecard) – Efficient, Out-of-the-Box Compliance Monitoring

The **Media Player Auto QA Scorecard** is an intuitive, Out-of-the-Box solution that streamlines quality assurance with **automated AI-driven scoring**. It provides **call-specific performance data** and a comparison of AI and manual QA scores, ensuring both efficiency and flexibility.

Key Features:

- **Automated Scoring:** AI-driven evaluation of key compliance and performance metrics.
- **Quick Call Reviews:** Identifies calls needing further attention without listening to each recording.
- **Manual QA Integration:** Offers flexibility to manually score calls when needed.
- **Compliance Monitoring:** Highlights critical compliance elements for review.

Ideal for:

- Businesses seeking **scalable, automated quality monitoring**.
- QA teams aiming for **rapid performance assessments** without sacrificing accuracy.

Out-of-the-Box Solution: Quick to deploy and integrate with existing call management systems.

Contact Us Today!

Explore how AutoInsights can enhance your contact center's performance and compliance management. Let us help you find the perfect solution for your needs!