Executive Overview

Observe.AI is the leading Gen AI conversation intelligence platform trusted by enterprises to empower their contact centers with real-time agent guidance, coaching, post-interaction summaries, Auto QA, and advanced business analytics. Built on the industry's most accurate contact center LLM, the platform analyzes every customer conversation, identifying critical insights to boost revenue, improve customer retention, and optimize operational efficiencies and compliance – while ensuring security and at massive scale. Trusted by leading companies such as Accolade, Affordable Care, Inc., Concentrix, Cox Automotive, Maxor, Pearson, and Public Storage, Observe.AI accelerates outcomes from the frontline to the executive level.

- https://www.observe.ai/
- Headquartered in San Francisco
- Leader in Contact Center AI
- Transforming customer experiences and improving agent performance
- Analyzes 100% customer interactions

Product & Service Offerings

- Speech/Interaction Analytics: Moments, Tone & Sentiment, Transcription for both **Real-Time and Post Interactions** - meaning during the live call and after the call
- Quality Management: QA Evaluations and Auto QA, Agent performance & Coaching
- Knowledge AI
- Auto Summary
- Auto Coaching
- Live Agent Assist, Supervisor Assist
- Agent Screen Recording and Omnichannel
- !! Soon to offer Voice Bot or IVA to the Observe.AI proprietary contact center LLM platform

Sales Engineer Take On Best Fit

This AI solution has traditionally focused on the consolidation, structuring and AI enablement of data. As they move into the agent aspect of the customer journey they are continuing to expand the use of their AI in real time while the agent is working with the customer.

-Andy Bird, VP of CX

Key Features & Differentiators

- Observe.AI (OAI) is a Platform, not a point solution - a platform that provides insights 'Before'- 'During' - 'After' the call. OAI is launching their own proprietary IVA in Q1 2025.

- OAI is agnostic to the customers technology stack, whether premise or cloud, and can integrate with any existing CCaaS solution

- Proof of Value (POV): Participate in a 30-day proof of value showing AI insights with your own data in days at no charge. Customer provides their call recordings, and OAI will inject into their LLM and provide an executive read-out

- Rapid integration and onboarding: Go live in weeks, not months. Average install 6-8 weeks.

- Accuracy: Industry-leading speech-to-text transcription with 85%+ accuracy.

- AI & Speech Know-How: Leverage advanced speech technologies like diarization and selective redaction for better compliance and precision.

- Customizable, Actionable Insights: Easily build 'Moments' to identify key signals from all interactions without any code.

- All QM in one place: Unified view of evaluation forms, coaching plans, interaction recording, and key business drivers.

Top Industries Served

- Manufacturing
- Financial Services
- Healthcare
- Insurance

Ideal Customer Profile

- Industry: Healthcare, Insurance. Finance Utilities, Energy/Manufacturing, Collections/Debt, Financial Services, BPO

- No.of seats/agents: 100+ minimum, no limit to maximum

- Use cases: Customer Success/CX, Support, Sales, Marketing, Product and more

- Roles: CXOs and VP of Operations, IT, Contact Center, Customer Care, Customer Success

Qualifying & Technical Questions

1. How are you leveraging AI within your contact center?
2. Use Case Specific:
    1. What platform(s) are you using to handle and record agent/customer interactions?
    2. How are you currently evaluating agent/customer interactions?
    3. How are you measuring/improving agent performance?
    4. How do you measure NPS/CSAT scores?