

Executive Overview

Replicant is the partner contact centers trust to drive measurable outcomes with AI—from improving agent performance with AI-powered QA tools to handling thousands of customer requests with AI agents that resolve issues as effectively as your top human agents.

- San Francisco, USA
- VC Backed, Series B
- 200 Employees
- 100 Enterprise Customers

Product & Service Offerings

Two products, Conversation Intelligence and Conversation Automation.

Conversation Intelligence delivers a QA and business insights tool that uses multi-modal LLMs to provide actionable insights from every single customer conversation.

And with **Conversation Automation**, we make it easy to deploy dynamic AI agents that naturally resolve millions of common requests with no human involvement. When combined, these products create a feedback loop that helps enterprise contact centers boost agent performance, reduce wait times, and improve customer experiences.

Sales Engineer Take On Best Fit

Replicant is an AI-powered conversational AI (for self-service automation) and analytics solution designed to handle customer service inquiries via voice, SMS, and web chat. They have a strong track record in healthcare, consumer services, and travel/hospitality. 500,000 minutes/month is their minimum point of entry.

Tom Croft, UCaaS, CCaaS & WAN

Key Features & Differentiators

1. Integrated Platform:

Conversation Intelligence and Conversation Automation.

2. Enterprise Readiness:

With a deployment timeline of just six weeks, Replicant ensures rapid ROI. The platform also adheres to strict compliance standards, including HIPAA, PCI, and GDPR, and boasts high-reliability infrastructure with built in redundancy to handle spikes in call volume seamlessly.

3. Full-Service Model:

Replicant takes the complexity of managing cutting-edge AI technology off your hands, allowing you to focus on delivering excellent customer service. With technology evolving rapidly, maintaining up-to-date systems can be resource-intensive and challenging.

4. Proven Results:

AAA: 66% reduction in cost per call.

CorVel: 50% decrease in average handle time.

Love's: Over 50% reduction in agent attrition.

Top Industries Served

- Information Technology

Ideal Customer Profile

Ideal Customer Profile

?Enterprises with \$100M-\$5B in revenue

?50+ Agents

?Decision-Makers: CIO, IT leaders, CX executives

?Prospect is interested in using AI to learn about their customer interactions (chat, email, voice)

?And/Or wants to start automating chat or voice calls with AI

Qualifying & Technical Questions

- What KPIs are most critical for your contact center this year?

- Are you under pressure to reduce costs or handle more volume with fewer agents?
- What's your average handle time today—and what would you like it to be?
- Where does AI fit into your broader CX or contact center roadmap?
- How much of your current customer interactions do you QA at the moment?
- If you could observe 100% of all calls, what key metrics would you look for?

Elevator Pitch

Replicant's Conversational AI platform helps contact centers analyze every customer interaction, automate predictable conversations, and empower agents to deliver faster, more consistent customer service.

Objections & Rebuttals

Why would we not build this ourselves on ChatGPT or GCP?

Most teams underestimate how resource-intensive DIY solutions are—while they spend over a year building and still struggle with results, Replicant delivers fully managed automation in weeks with proven resolution rates and ongoing optimization built in.

We think it will be better to go with the offering that comes with our CCaaS.

Replicant has robust integrations with most known CCaaS providers and is a Nice DevOne partner. With Replicant you get best of breed conversational AI on top of your trusted CCaaS. Compare us versus your CCaaS native offering and you will see the difference.

AI will cost too much

The bulk of Replicant's pricing is a per-minute fee - so you only pay for what you use.