Executive Overview

- Founded in 2017

- Platform built on AWS—over 50+ AWS Services

- Native integrations with major CCaaS platforms

- Global customers within enterprise and public sector

Product & Service Offerings

- Conversation Analytics

- Speech & Text Analytics

- Quality Monitoring

- Workforce Management

- Real Time Agent Assist

- Playbook Builder ™

Sales Engineer Take On Best Fit

SuccessKPI's insight and action platform for contact centers leverages AI to provide real-time insights and automated actions. The platform integrates with both Premise Based Contact Centers and modern CCaaS Platforms, empowering agents, supervisors, and leaders with speech and text analytics, real-time agent assist, quality monitoring, and workforce management. Their patented Playbook Builder enhances flexibility and robustness, while ensuring 100% uptime and compliance with industry standards like SOCII, HIPAA, and PCI. I personally appreciate their capability to reproduce nearly any legacy contact center report that a business deems critical.

- Dave Watson, UC/CC/AI FSE

Key Features & Differentiators

Immediate Time to Value

- Five products in one application with instant activation in minutes enabled by pure SaaS

AI Built for Business Users

• Speech analytics, text analytics, call scoring, sentiment analysis, and NL understanding made easy

360 View of Conversations

• Gain insight by blending metrics from real time and historical sources across platforms

Scalable, Secure Serverless SaaS

• Government and enterprise grade security, performance and data management

Top Industries Served

- Financial Services
- Healthcare
- Government
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

• In the process of migrating from on-prem to CCaaS

• Identified need for optimization of existing CCaaS or integration of 3rd pty data

• Multiple sources of data within disparate systems

Qualifying & Technical Questions

1. What type of Contact Center do you operate?

2. What type of data and transactions are completed within the Contact Center?

3. Tell me about your employee experience?

4. How do your supervisors help support and monitor their employees?

5. Tell me about what information your agents or supervisors receive in real-time?

Elevator Pitch

SuccessKPI's 'all-in-one' insight and action platform provides contact center managers and agents with actionable 360-degree insight into customer needs and expectations they need to delight customers, while driving measurable business outcomes.

The platform includes contact center analytics, speech and text analytics, transcription, quality management, Playbook Builder ™, and BI & reporting.

Objections & Rebuttals

We don't have the resources to properly implement CCaaS analytics.

SuccessKPI works with several professional services, system integrators and other 3rd party partners to help you design and implement the most cost-effective solution based on your cloud architecture and journey.

Our CCaaS solution(s) are not optimized, how will SuccessKPI improve this?

This is a common challenge. SuccessKPI solutions are designed to provide you with a SSOT that reveals agent productivity and customer experiences. With the right data points, you'll see where and how to implement operational changes or adjust customer interactions. You can make informed decisions for your entire operations, not just one platform or product.

We are moving to CCaaS, so reporting will be better or equal to what we had.

BI and analytics can be an afterthought in a lot of cloud migrations despite how critical it is in customer service/satisfaction. Walk us through the most critical data points/reports for your business today and let us show you how we can replicate them