

Conversation Intelligence: Unlock Actionable Conversation Insights At Scale

Level AI Conversation Intelligence uses our **proprietary generative AI models** to transform calls, chats, and emails into actionable insights—categorizing reasons, resolutions, effort, and sentiment, extracting key phrases, and generating AI-driven summaries—all within a unified dashboard that lets you **spot trends, drill down into conversations, and proactively elevate customer experience.**

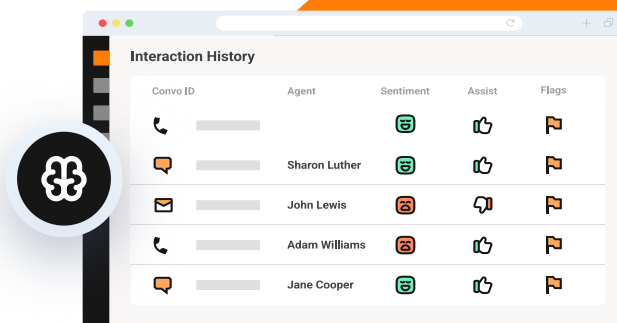
“LEVEL AI has been a pleasure to work with. The user interface and tool are easy to use with practical features built-in. Their conversation intelligence platform is unlike anything we have seen in this space. We truly see Level AI as a partner.”

Chris Lewis, Product Manager At InfoCision.

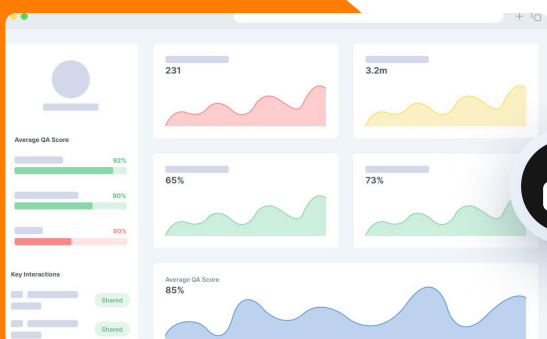
Join the customer-first revolution with the likes of :



- **GenAI Summaries:** Instantly create structured summaries with reason, actions, and resolution to get conversation details without reading full transcripts.
- **Semantic Intelligence:** Precisely tag conversations using pre-trained intent tags or quickly build and test your own—no tedious keywords or legacy systems.
- **Sentiment & Emotion Analysis:** AI-driven detection of emotions—anger, worry, happiness, gratitude—with temporal weighting beyond simple positive/negative.



Convo ID	Agent	Sentiment	Assist	Flags
	Sharon Luther			
	John Lewis			
	Adam Williams			
	Jane Cooper			



- **Comprehensive Analytics:** Combine QA, CRM, and AI to analyze contact center conversations, streamline workflows, boost agent performance, and centralize data.
- **Custom Analytics:** Create custom reports and charts to track volume, trends, QA performance, AHT by category and more.
- **Agent Performance & Coaching Analytics:** OOTB dashboards deliver agent behavior and performance insights, pinpointing coaching opportunities.
- **Metadata Integration:** Integrate Level AI conversation data with third-party sources (CRM, BI, company databases) for deeper analysis.