

VOC INSIGHTS: DRIVE EXCEPTIONAL CUSTOMER EXPERIENCES WITH REAL-TIME, AI-POWERED CUSTOMER INTELLIGENCE

Level AI's VoC Insights leverages generative AI to analyze 100% of customer interactions across calls, emails, SMS, and chats. Unlike friction inducing and sparse survey data, it automatically identifies key customer insights and proactively uncovers unknown customer concerns right out of the box, no setup required. CX leaders use VoC to proactively address issues, measure satisfaction continuously, and drive confident business decisions.

"We chose Level AI because of their uncanny ability to accelerate production, add value, and transform science fiction into science fact".

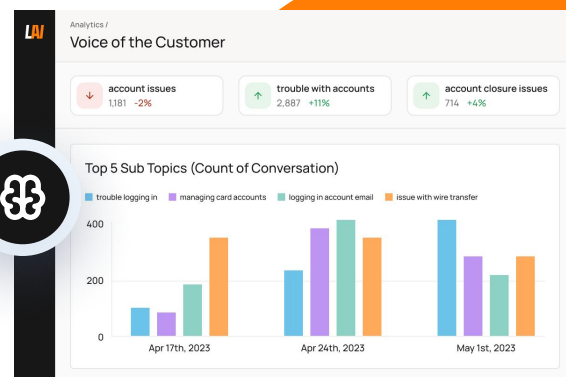
Michael Villanueva, Global Director Of Quality At Vista

Join the customer-first revolution with the likes of :



Actionable insights from Every Interaction

- Root causes of customer issues identified instantly with no setup, manual effort, friction, or outlier bias.
- AI generated specific actionable customer insights on products, services, operations, and more for every conversation.
- Interactive dashboards to visualize sentiment trends, investigate issues, and quantify impacts on key performance indicators.
- Out of the box persona specific easy reporting that allows users to drill down on topics with just a click.
- Automated CSAT scores based on multiple dimensions without surveys, offering continuous, unbiased insights on Effort, Sentiment, Resolution.



Analytics / Voice of the Customer

Convo ID	Conversation Summary	Concerns
410577	Customer has a problem with their furniture card.	The customer is having trouble logging in account because they don't remember their password.
410578	Customer doesn't have their EIN letter.	The customer is having trouble connecting, account management website.
410579	The customer's budget didn't reset today.	The customer is new to the process and is having difficulty resetting their account.
410580	Customer is having issues to log into their account.	The customer is having trouble logging into their account each time the system asks for the SMS code.
410581	Customer is having trouble login as they are not available to receive SMS.	The customer is unable to receive SMS messages.

Customer Experience Feedback Loop

- **Early Issue Detection & Prevention:** Quickly detect and address emerging product or service issues, avoiding escalations and improving customer experiences.
- **Continuous Satisfaction Monitoring:** Accurately measure real-time customer sentiment across all interactions, eliminating reliance on delayed, biased surveys.
- **Cross-Organizational Alignment:** Easily share actionable insights across departments, creating a unified approach to addressing customer needs
- **Product Feedback & Competitive Insights:** Gain immediate insights into customer demands and competitive trends, guiding strategic product decisions and market positioning.