

Experience the transformative power of the CX-EX platform



Unleash the potential of every customer interaction and elevate your business strategy with our unparalleled AI voice analytics platform.

CX-EX, an industry leader recognised by the Australian government for innovation in AI voice analytics, caters to a diverse clientele in banking, insurance, charity, and Federal Government. CX-EX is at the forefront of transforming customer interaction data into strategic business insights, leveraging advanced AI technologies.



Offered in the UK by:  **learn**
INTERACTIVE

1 What Problems Does CX-EX Solve?

- **Enhanced customer understanding:** Provides deep insights into customer behaviours & needs through sophisticated voice analysis.
- **Employee performance optimisation:** Employs automated tools for monitoring and improving employee-customer interactions.
- **Efficient data management:** Analyses vast interaction data volumes, converting them into actionable insights.
- **Compliance and risk management:** Ensures adherence to industry standards and regulations
- **Optimised customer service:** Improves customer support strategies for faster issue resolution.
- **Personalised customer experience:** Offers tailored experiences based on emotion and sentiment analysis.
- **Informed decision-making:** Supports strategic business decisions with detailed analytics and reporting.

2 Differentiators (Advantages)

- **Advanced AI Analysis:** Utilises biometric Emotion and Generative AI for nuanced insights.
- **Customisable and scalable:** Adapts seamlessly to various business sizes and needs.
- **Human-in-loop system:** Combines AI precision with human expertise for accuracy.
- **Ethical AI practices:** Committed to responsible AI usage, aligning with best practices & ethical guidelines.
- **Global reach, local impact:** Designed for diverse markets and industries.

3 Sample Use Cases

- **Banking sector:** Enhances customer service and compliance in client interactions.
- **Insurance industry:** Identifies customer sentiment for tailored policy offerings.
- **Charitable organisations:** Optimises donor engagement, comms strategies & sales.
- **Federal Government:** Improves public service delivery and stakeholder communication.

