

Experience the transformative power of the MINERVA platform

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

MINERVA Interaction Analytics is powered by 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. MINERVA is at the forefront of transforming customer interaction data into strategic business insights, leveraging advanced AI technologies.



Offered in the UK by: 

1 What Problems Does MINERVA 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.

