

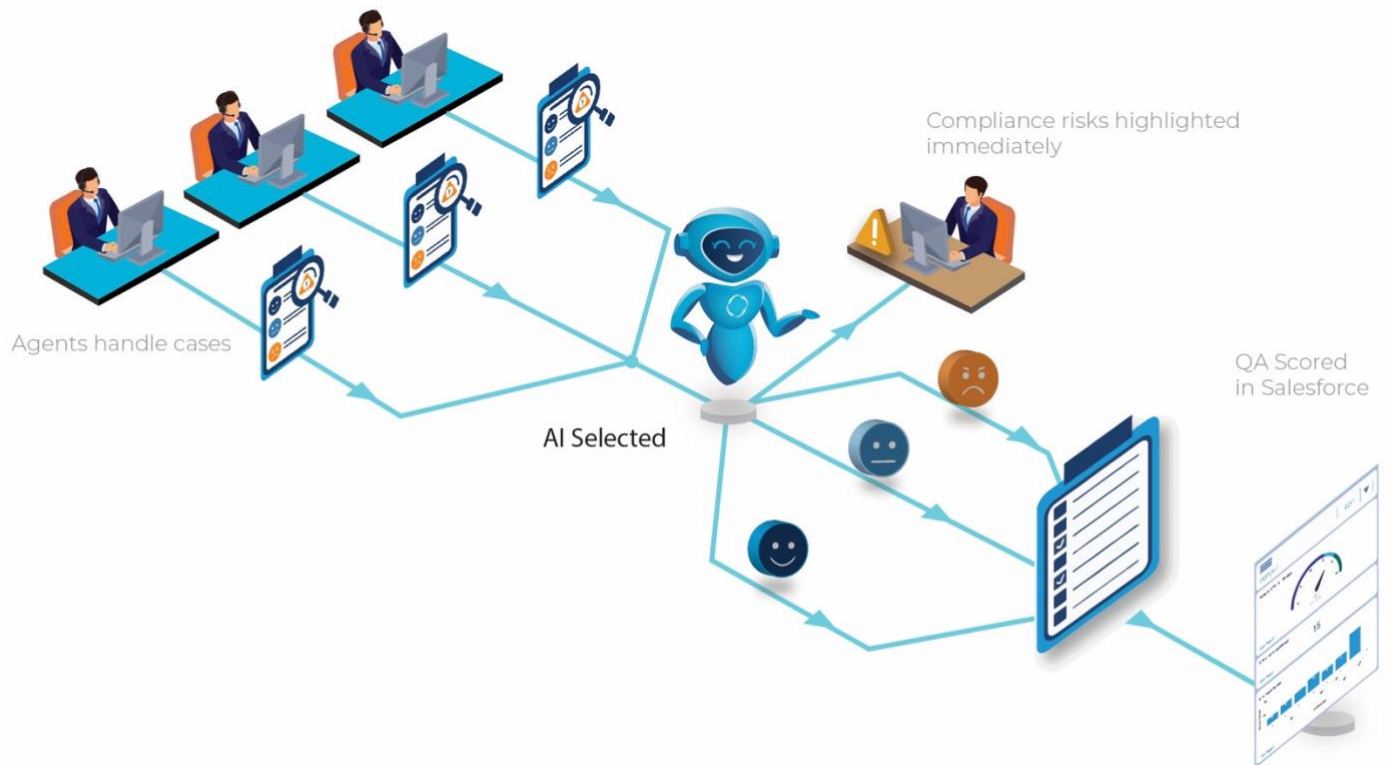


AI-assisted Salesforce tools for driving Customer Service Transformation



AI-ASSISTED QUALITY AUDITING

Bring quality auditing inside Salesforce for quick turnaround times, improved training and automated compliance risk mitigation. Our automatic quality audits score all interactions based on the sentiment of the customer and agent, improving service insight.



FEATURES AND BENEFITS

Quality Audits Direct in Salesforce

Agents use one system with realtime feedback

Customisable Forms

Standardise your auditing process

Critical Errors

Mitigate compliance risks & process errors

Automated Reporting & Real-time Feedback

High-level details down to granular information on specific interactions

Coaching Items

Reduce Manager's time spent gathering data

Coaching forms

Click-of-a-button coaching with individualised performance

Appeals Process

Enables transparency of QA Performance

Automatic Behavioural Scoring

Intelligently audit cases based on the sentimental behaviours expressed by customers and agents

[WATCH 60-SECOND DEMO](#)