All-in-One Insight and Action Platform

Instantly unlock data, discover insights, empower agents, and enable action with SuccessKPI's revolutionary Insight & Action platform that uses AI, analytics, and automation to remove the obstacles that contact center agents, managers, and executives face in providing a great customer experience.

Contact center analytics
Unify all your data for a 360-degree view in minutes.

- Leverage prebuilt integration to activate on top of your CCaaS and combine real-time and historical contact center metrics (AHT, agent performance, AWT) with visibility across all channels (voice, chat, social, email) in a flexible data architecture with a data warehouse and business intelligence layer.
- Activate 180+ data connectors (CRMs including Salesforce, databases including MongoDB, SQL and applications like Workday).
- Activate the BI tool to create custom reports with powerful dashboard visualizations and data blending, import and export data with a few clicks, and save time with report subscriptions.

Speech & text analytics
Analyze 100% of customer conversations for a deeper understanding.

- Gain insights from historic and real-time customer conversation from calls to chats with 90+% transcription accuracy including the ability to detect specific phrases, exact or semantic match, overtalk, silence, and more.
- Equip your global customer teams with SuccessKPI's multilingual interface, available in 10 languages.
- Serve your customers with your best experience leveraging high-performance Natural Language Processing engines which can transcribe, understand, and analyze voice and text streams in 30+ languages.

	Reliable	**Scalable**	**Immediate**

Reliable
100%
Uptime

Scalable
100, 1,000 or
10,000+
agents

Immediate
Activate the
SuccessKPI platform
in minutes with an
out-of-box connector
with leading cloud
contact center platforms.

Playbook Builder™
Automate actions to improve business outcomes.

- Build automated plays for critical action based on your customer conversations in real-time during the conversation, after the conversation, or based on call sentiment, keywords, themes, or metrics.
- Easily activate conditions and rules using an If this then that (ITTT) UI to automate timely tasks, such as PII redactions, sending SMS, email, flagging calls for QA evaluation, invoking an API or calling a Lambda function.

Automated Quality Management
Take agent performance to the next level.

- Score 100% of customer calls, deliver feedback in real-time, and automate quality monitoring with ML so that supervisors are equipped with what they need to identify coaching opportunities for agents.
- Evaluate all CX channels beyond voice with multichannel support for chat, email, offline tasks, and more.

Safe, Secure, Compliant

SuccessKPI makes the privacy and protection of the data on our network and platform our #1 priority. In addition to platform security features such as automated PII redactions, SuccessKPI has established a full framework of policies and procedures to protect data in transit and at rest in our SaaS platform. These policies and procedures meet the highest industry standard and are audited and certified regularly in accordance with leading security and operational performance standards, including PCI, SOC2, HIPAA, ISO 27001, GDPR, CCPA, LGPD, FedRAMP and more.

PCI DSS COMPLIANT   AICPA SOC   HIPAA   IAS ACCREDITED Management Systems Certification Body MSCB-119   GDPR   CALIFORNIA CONSUMER PRIVACY ACT OF 2018   LGPD   FedRAMP