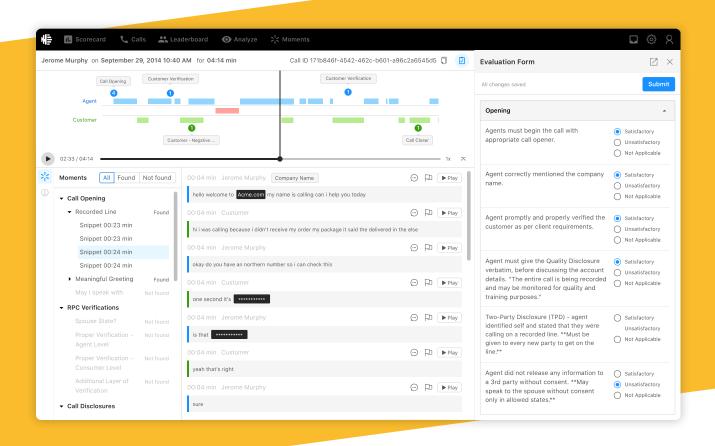**OBSERVE·AI**

Level-Up Your Agents with Contact Center AI.

Evaluate 100% of your interactions in half the time with conversation analytics. While you're at it, coach agents and bring insights back to your business.

A New Way To Analyze, Evaluate, and Coach Your Hardworking Agents

Join hundreds of top brands to transform your contact center

ERC · GROUP 1 AUTOMOTIVE · NATIONAL DEBT RELIEF · itel bpo · Pearson

callzilla · EMPLOYBRIDGE · NCC NATIONAL CREDIT CARE · Root Insurance Co · upgrade

AES with 256-bit key | SHA 512 with dynamic saiting | ISO 27001 Certified EU GDPR Compliant

Goodbye spreadsheets & check-boxes.
Make way for QM & Coaching.

Quality & Compliance teams make every conversation efficient

Let us evaluate 100% of your voice and text in half the time with conversation analytics. While you're at it, coach agents and bring insights back to your business.

Supervisors & Trainers coach high-performing, compassionate teams

Complete rich and personalized evaluations for important interactions, in no time. Show agents where they need to improve and celebrate top performers.

Contact Centers enable smart & delightful Customer Experiences

Drive consistent adoption of messaging, processes, and brand standards. Improve metrics like AHT, FCR, Supervisor Escalations, Customer Negative Sentiment and CSAT scores.

Easy implementation. Rapid results.

5 min
TO ANALYZE A
30 MIN CALL

37%
LIFT IN
EMPATHY SCORES

5%
LIFT IN
CSAT SCORES

100%
CALL MONITORING
AND COMPLIANCE

87%
TRANSCRIPTION
ACCURACY FOR
CONTACT CENTERS

10x
MORE AGENT
EVALUATIONS

"Success for our team means bringing out the best in each agent. We're able to do that by throwing out the one size fits all coaching approach and tailoring conversations on an individual basis." *- Kyle Kizer, Compliance Manager Root Insurance*

"Observe.AI is a full, interactive tool for us to find our shortcomings, discover what we're doing well, and what we need to put into place, and do QA unlike any other call center."
- Dale Sturgill, VP Operations, EmployBridge

"We've moved away from the term 'quality analysts' to 'customer experience coaches.' They're spending less time going through checkboxes, and more time interacting with agents." *- Shurland Buchanan, Chief Learning Officer, itelbpo*

Say hello at sales@observe.ai