



100% AI monitoring of customer interactions in real time

Identify high-risk conversations | Vulnerable customer alerts | Eliminate non-compliance | Boost NPS | Slash Costs | Reduce complaints | Agent Wellbeing

Our conversational analytics AI platform analyses what **is** said and what **is not** said in **customer interactions**. Customisable to your data in seconds.

Sentient Analytics



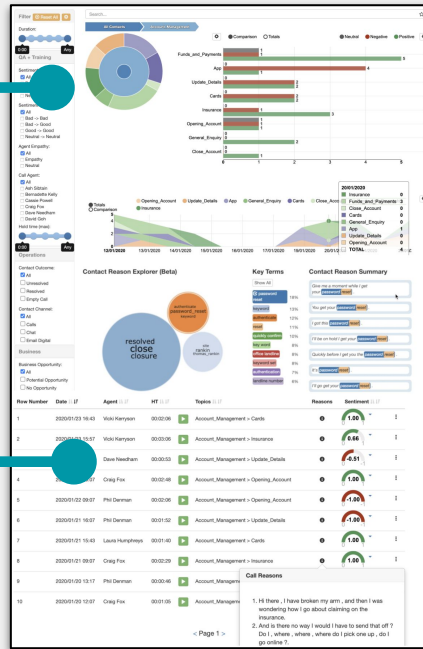
[Watch video](#)

DEEP INSIGHTS INTO CUSTOMER JOURNEYS

Quickly discover behaviours of both your agents and your customers. Uncover what works and what doesn't

EMERGING TRENDS

Allow you to stimulate behaviours driving positive outcomes, eliminating those that don't



VOICE OF THE CUSTOMER

Understand what frustrates or excites your customers most and ensure that real customer needs are at the heart of every decision you make

COMPLIANCE & QA

Follow red flag alerts to prevent compliance breaches and step-change your QA process

Get started

1

Seamless & Secure

- Seamless integration
- Zero on-premise setup time
- No data science expertise needed

2

25+ unique AI algorithms

- Military grade GDPR security
- User friendly dashboard
- Immediate results

Benefits

- 100% analysis of all customer interactions
- Deep insights into customer journeys
- Reduce compliance risk and detect vulnerability
- Effective complaints management
- 70% increased agent effectiveness and well-being
- 90% increase in QA efficiency



Recognised by **major UK banks** and financial industry organisations



Passed military-grade security with



Home Office