

# CX Module

## Unlock AI-Driven Insight from Customer Conversations

ChorusCX enables organizations to transform voice interactions into actionable intelligence with AI-driven transcription, conversation analytics, and CX insights.

Modern CX Platform	AI Conversational Intelligence	AI for Existing Voice Environments
Omnichannel engagement	Automatic transcription	Analyze calls from existing PBX systems
Browser-based agent desktop	AI call summaries	Introduce AI without replacing telephony
Real-time dashboards & reporting	Topic detection & trends	Conversational insights & sentiment trends
Workflow automation & routing	Sentiment analysis	Coaching & performance analytics
CRM integrations	Agent performance insights	

### Why Organizations Use ChorusCX

- **Improve Customer Experience** with AI-powered CX capabilities to identify trends & sentiment
- **Increase Operational Visibility** with better insight into agent performance & service quality
- **Enhance Agent Performance** with actionable insights to improve coaching & consistent handling of customer interactions
- **Strengthen Compliance & Risk Management** Maintain searchable records of interactions & quickly retrieve conversations for dispute resolution, compliance & operational investigations

### Flexible Delivery & Commercial Models

- ▶ Cloud Hosted
- ▶ Private cloud or on-premise environments
- ▶ Integration with existing UC or Contact Center Platforms

### Interested in Learning More

Request a demo to see how ChorusCX helps partners unlock new CX and AI revenue opportunities.