

Stop Reviewing 5% of Calls. Start Knowing What Happened On All of Them.

The Problem with Manual QA: Most contact centers review fewer than 5% of calls. That means compliance risks, coaching opportunities, and customer churn signals are hiding in the other 95%, unheard.

The solution: ChorusCX analyzes every single call you upload. No new telephony contract. No rip-and-replace. ChorusCX AI Insights. AI-powered conversation analytics without replacing your phone system. Your current telephony platform stays. Your QA blind spots disappear.

What You Get

- **Full call transcription:** Every call, fully searchable, in seconds.
- **Consistent Scorecards, Every Time:** AI call scoring in under 60 seconds vs. 10-20 minutes manually.
- **Phase and Peak-End Sentiment Analysis:** Track where calls are won or lost, and the two moments customers remember most: the emotional peak and the final impression.
- **Compliance Detection and PCI Redaction:** Vulnerability triggers and prohibited language auto-flagged. Sensitive data masked by default. Audit-grade evidence on every call.
- **Objection Trend Insights:** Surface recurring objection patterns across your entire call library. Coach to the patterns, not the outliers.
- **Agent Benchmarking:** Replicate your top performers. Identify who needs coaching before it costs you.
- **Topic Detection and Trend Analysis:** Emerging issues surface before they become escalations.
- **AI Assist / Prompt Studio:** Query any transcript in plain English. No replay. Instant answers.

How It Works

01

Export recordings from your existing platform (Avaya, Mitel, Cisco, NEC, Encore)

02

Upload to ChorusCX's secure Azure environment

03

Receive transcripts, scores, sentiment analysis, and compliance flags

04

Optional: API automation via Professional Services

Security You Can Stand Behind

All data processed on Microsoft Azure infrastructure: PCI DSS, ISO/IEC 27001, SOC 2, and GDPR-aligned. Full auditability controls throughout the processing lifecycle.