

Automated AI Call Scoring for the Calls Encore Is Already Recording.

AI Insights for Encore Customers

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 AI Insights scores every call it receives, not just the handful a supervisor has time for. AI-powered conversation analytics, natively integrated with Encore, with no phone system changes and no manual exports.

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. Redaction available to mask sensitive data. 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.

Built Into Encore

01 **Native Encore Integration:** AI Insights connects directly to Encore. No new software and no changes to your phone system.

02 **We Handle the Setup:** ChorusCX configures the connection for you. No exports, uploads, or file handling for your team.

03 **Insights From Day One:** Transcripts, scores, sentiment analysis, and compliance flags on the calls Encore is already recording.

Security You Can Stand Behind

AI Insights is built on Microsoft Azure infrastructure, which maintains PCI DSS, ISO/IEC 27001, and SOC 2 certifications, with GDPR-aligned practices and full auditability controls throughout the processing

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