OBSERVE·AI

Voice AI-Powered Quality Management Proof of Value

Observe.AI offers next-generation Quality Management for remote Contact Centers. With our quick to deploy Proof of Value, you'll see results with your own data in days, and get a glimpse of the power of Voice AI insights.

Results You Can See

100%
CALL MONITORING
AND COMPLIANCE

#1
IN ACCURACY
FOR SUPPORT

10x
MORE AGENT
EVALUATIONS
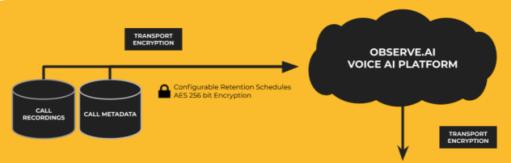
Simple UI
BUILT FOR
BUSINESS USERS

Aha Moments
DISCOVER BUSINESS
INSIGHTS

Cloud-First
FLEXIBLE &
INNOVATIVE

How Our POV Works

Our dedicated team will take your call recordings and metadata and run them through Observe.AI's secure, powerful engine to help you gather insights that are easily uncovered through our simple, easy-to-use UI.

Get to know our fast, accurate, human approach.

1 **FAST.**
All we need are 1K-5K call recordings and metadata from you to get started immediately.

2 **ACCURATE.**
We monitor every call and interaction with the highest industry transcription accuracy.

3 **HUMAN.**
Do it all with a team behind you that makes set-up, tuning, and analysis easy. We'll show you the ropes.

Our Customers Say it Best

Kyle Kizer
Compliance Manager, Root Insurance

Root
Insurance Co

"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."

Use Cases We Support

Compliance
Never miss a gap and monitor how agents are adhering to compliance.

Agent Coaching
Help agents be more empathetic and productive on calls.

Quality Monitoring
Monitor quality on every call to improve CSAT scores.

Agent Evaluations
A faster, smarter, better way to evaluate performance.