

Turn conversation insights into action

Creovai is an AI-powered software suite developed by contact centre veterans for contact centre leaders. Our platform combines real-time agent guidance and conversation intelligence to transform the agent and customer experience. Make your agents' work lives easier, resolve customer issues more efficiently, and identify your highest-impact opportunities for contact centre improvement.

Listen

Creovai uses AI and machine learning to analyse all your voice and digital interactions based on the criteria you care about. Guide your agents through interactions, reduce manual QA time, and get a complete view of agent performance and the customer experience.

Understand

Uncover your top call reasons, cost drivers, churn risk indicators, and more. Creovai's out-of-the-box insight categories, predictive analytics, and prescriptive dashboards make it easy to answer all your "what" and "why" questions about your customer conversations.

Act

Make informed CX decisions and optimise your real-time agent workflows based on conversation insights. Creovai's post-interaction analytics and real-time agent guidance solutions work together to drive ongoing improvements in the contact centre.

Establish a closed feedback loop for continuous improvement. Use insights from your customer conversations to optimise call scripts, inform real-time guidance, and drive ongoing operational improvements.

The Creovai product suite

Real-Time Agent Assist

The AI assistant that empowers agents to deliver exceptional service.

- + **Dynamic checklists** show agents the essential steps they've completed or still need to complete.
- + **Real-time analysis** triggers actions, such as agent notifications or knowledge base lookup, based on keywords and customer intent.
- + **AI wrap-up assistance** reduces after-call work by summarising conversations, sending data to integrated systems, and streamlining handovers.

Real-Time Agent Workflow

Intelligent guidance to simplify the agent experience.

- + **Automated next-best-action prompts** enable agents to navigate interactions and improve issue resolution.
- + **Compliance triggers** alert managers to potential compliance breaches the moment they occur.
- + **Multilingual guidance** lets agents communicate with customers in multiple languages using conversational translation.
- + **A unified agent desktop** brings disparate data sources, scripts, and workflows into a single interface so agents always have the right information in front of them.

Conversation Intelligence

Conversation insights that drive business decisions.

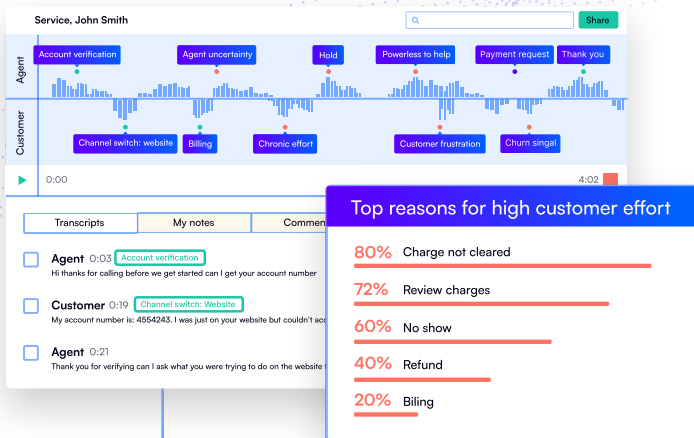
- + **Pre-built + custom insight categories** identify and label key events, call reasons, behaviors, and sentiments in conversation transcripts.
- + **Prescriptive dashboards** organise insights and surface opportunities connected to business goals, including reducing operational costs, reducing customer churn, and increasing sales.
- + **QA automation** lets you track objective scorecard criteria across 100% of your interactions for better coaching and goal setting.

Advanced Analytics

A clear view of your biggest opportunities to improve the customer and agent experience.

- + **Root cause analysis** uncovers the drivers of long handle times, dissatisfaction, and more so you can address them.
- + **Repeat contact analysis** identifies the top causes of re-contacts so you can improve your first contact resolution and reduce operational costs.
- + **Predictive scoring** for CSAT, customer effort, and sentiment uncovers the factors impacting CX so you can increase loyalty and retention.

Key benefits



Reduce agent training time

Cut your onboarding time in half. Get agents customer-ready faster by giving them one simple interface and ensuring they have instant access to the data and knowledge base information they need.

Improve agent retention

Reduce agent stress with real-time guidance and help agents improve with insight-based coaching. Empower your agents to resolve customer issues efficiently and reduce your contact centre's attrition rate.

Increase customer satisfaction

Listen to your customers to identify their needs and guide your agents to a successful outcome. After the interaction, get insights into customer satisfaction, sentiment, and effort. Pinpoint your biggest opportunities to improve the customer experience and increase your average customer lifetime value.

Reduce contact centre costs

Analyse your customer conversations for your biggest cost drivers, including causes of long handle times, transfers, and repeat contacts. Tackle these root causes, equip agents with the coaching and workflows they need to resolve issues on the first contact, and reduce operational costs.

Save time on manual QA

Reduce manual QA time by up to 80%. Automatically review consistent, objective criteria across every interaction and increase your supervisors' bandwidth for strategic, data-driven coaching sessions.

Insurance Renewals

Select product to renew

- Travel Insurance
- Car Insurance
- Home Insurance

Now read out product Ts&Cs

Terms and conditions

We offer the opportunity to purchase certain goods and services on the Website and Offline, including applications, registrations and payment for examinations, assessments, study materials and ...



- ☒ Greet the caller
- ☒ Address Confirmation
- ☒ Postcode Confirmation
- ☒ Telephone Confirmation
- ☐ Confirm Balance
- ☐ Confirm DD Amount

Why choose Creovai?

PURPOSE-BUILT FOR THE CONTACT CENTRE BY CONTACT CENTRE VETERANS

- + Pre-built insight categories refined over a decade-plus of research
- + Low-code/no-code script and category building designed for the everyday user
- + Predictive scoring models, GenAI capabilities, and other new features continuously innovated in partnership with our customers

Insights that give you the “why” behind the “what”

Creovai goes beyond basic disposition codes to identify customer intents and the controllable factors impacting contact centre performance.

- + Dynamic workflows and AI-powered agent checklists informed by customer intent
- + Deep analysis into how key events or agent behaviors impact a specific outcome
- + Dashboards and reports that deliver actionable information in context

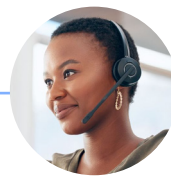
Speed to value

See ROI in weeks, not months.

- + Pre-built integrations with the leading CCaaS platforms, CRMs, and other data sources
- + Time savings through real-time assistance and QA automation
- + Dedicated team to accelerate onboarding and adoption

“The insights from Creovai are incredible. Receiving them right out-of-the-box helped us immediately begin to coach our associates with quick improvement.”

-DIRECTOR AT SHIFTKEY



Ready to see more?

Request a demo

