

Voice Of The Customer Insights



Deep Customer Insights Powered By Generative AI

Join the customer-first revolution with the likes of :



Level AI's revolutionary new Voice of the Customer Insights identifies drivers of customer experience and business transformation in real time. Based on revolutionary generative AI, VoC offers an out-of-the-box solution that mines 100% of your contact center data to bring forth a comprehensive view of the customer experience, distill the data into actionable insights for every team in the organization, and proactively uncover unknown customer concerns before they balloon into a crisis.

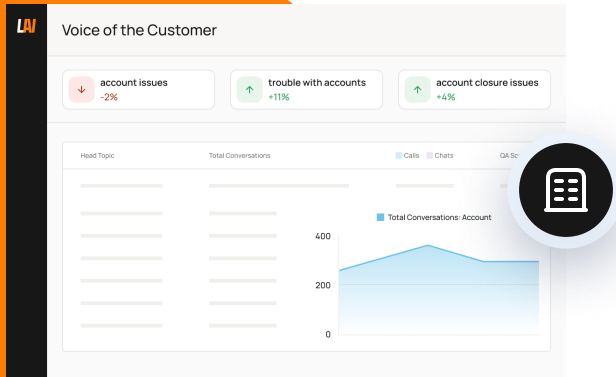
Mines 100% of your customer interactions

- Unlike surveys and focus groups, the tool mines 100% of your customer conversations, including calls, chats, and emails.
- AI generates specific actionable customer concerns on products, services, operations, and more.
- Generative AI that understands and synthesizes customer issues from 100% of conversations.
- Completely out of the box AI with no keyword mapping, configuration, or training required.



Actionable insights across the organization

- Voice of the Customer Insights offers any team across the organization a unique and real-time glimpse into the number, frequency, and severity of the issues the customer is facing.
- Out of the box persona specific easy reporting that allows users to drill down on topics with just a click.
- LLM to extract granular customer needs and pain points from past customer interactions at every point in the customer journey without any user input.
- Identify drivers of negative sentiment, areas of coaching, and business improvement through actionable dashboards.



Identify unknown customer concerns in real time

- VoC insights gets to the root causes of customer issues instantly with no manual effort, friction, or outlier bias.
- Proactive and continuous trend and anomaly detection on concern drivers.
- Save countless hours going through calls and surveys to identify customer experience issues.
- Slice the VoC data with any business dimensions like location, part of the sales funnel, products purchased, etc.
- Help solve the right problem, discover actionable insights, and drive customer experience and business transformation.

The dashboard shows three key metrics: account issues (1,181, -2%), trouble with accounts (2,887, +11%), and account closure issues (714, +4%). Below these is a table of conversation summaries and concerns.

Convo ID	Conversation Summary	Concerns
410577	Customer has a problem with their furniture card.	The customer is having trouble logging into their account because they don't remember their password.
410578	Customer doesn't have their EIN letter.	The customer is having trouble connecting to the account management website.
410579	The customer's budget didn't reset today.	The customer is new to the process and is having difficulty resetting their account.
410580	Customer is having issues to log into their account.	The customer is having trouble logging into their account each time the system asks for the SMS code.
410581	Customer is having trouble login as they are not available to receive SMS.	The customer is unable to receive SMS messages.

“ Customer complaints about orders have been our top concern. We used to see order delays and cancellations as the main problems, but our **VoC dashboard showed that most issues happened while placing orders**. We identified the root causes and informed the product team of needed improvements to smooth the customer journey. **This reduced support calls and improved our conversion funnel.** ”

- Michelle Smart, Chief Customer Care Officer

