

Get maximum value from your conversational data

ABOUT ROCX'R Conversation Analytics:

Take charge of your customer conversations and get actionable insights into your customers' reasons for contacting you with ROCX'R Conversation Analytics. Uncover areas of improvement and detect opportunities for reducing traffic to your contact center & for optimizing processes.

WHAT WE OFFER

Deliver outstanding experiences for your customers, drive loyalty and reduce churn and provide feedback to contact center employees to boost employee and customer satisfaction.

- ✓ Gain full control over conversations across channels
- ✓ Uncover customer contact reasons
- ✓ Find the causes of expensive repeat traffic
- ✓ Detect patterns, trends, and anomalies
- ✓ Explore the voice of your customer
- ✓ Improve quality management and employee satisfaction

What our customers are saying

"Underlined enables us to better indicate our customer experience insights and really makes the difference. Now we can focus on the customer experience drivers instead of just looking at the scores. Underlined is a great, reliable partner and they proactively think along with us."

– Jolien Nelemans & Tamara Mom, Marketers Customer Experience, De Volksbank



Deeper insight, personalized service, better experiences



Transform customer experiences

Use data-driven insights and AI to deliver personalized content and experiences to earn customers for life. Use predictive analytics and personalized messaging to rapidly connect customers with the most pertinent products and services. Augment customer service with AI and chatbots to improve responsiveness and expedite issue resolution.

Key stats: How Conversational Intelligence technology is impacting Customer Experience

70%

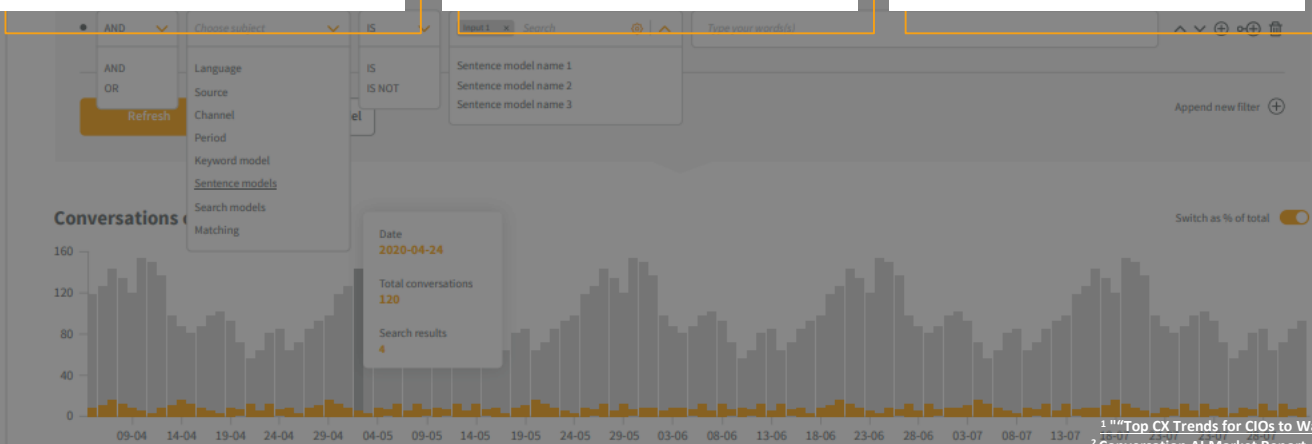
By 2022, 70% of customer interactions will involve emerging technologies such as machine learning (ML) applications, chatbots and mobile messaging, up from 15% in 2018.¹

\$18.4

The global conversational AI market size by 2026. That's right 18.4 billion USD! The major factor driving the growth of the conversational AI market are the increasing demand for AI-powered customer support service and omnichannel deployment.²

60%

By 2025, 60% of service organizations will adopt analytics technologies to supplement traditional surveys by analyzing voice and text interactions with customers.³



¹"Top CX Trends for CIOs to Watch", Gartner, 2020

²Conversation AI Market Report, published Oct. 2021

³The Future of Customer Service: A Forward-Looking Playbook for Customer Service Leaders and Their Teams