



Conversational AI is no longer a black box

Analyze conversation data.
Discover insights. Take action.
All from a single dashboard.

With Replicant, contact center leaders get visibility into all customer support conversations. It's an end-to-end dashboard that lets contact center managers monitor conversations, analyze insights from conversation data, and take action immediately by updating conversation scripts to create an optimal customer experience.

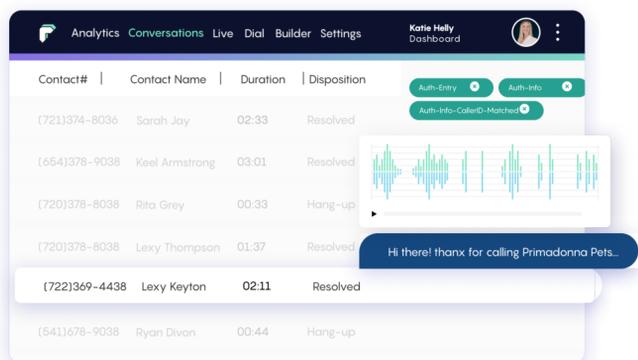
What is Replicant?

With the world's first Thinking Machine, Replicant provides always-on support to resolve customer issues quickly and naturally across channels using conversational AI. Like agents, Replicant can speak with customers in a natural tone, answer questions without delay, and resolve customer issues quickly. Eliminate wait times, manage unpredictable call volumes, and give agents time back to resolve high empathy cases with Replicant.

Why customers love Replicant

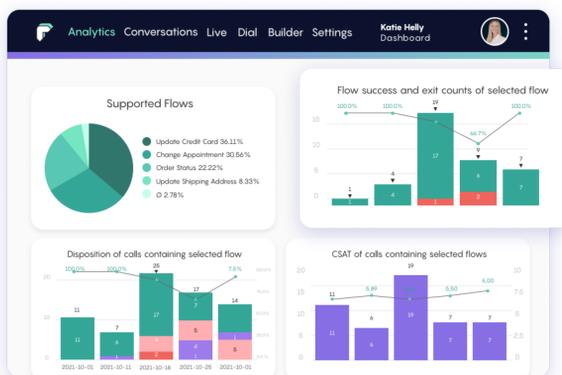
Understand the voice of the customer

Get unbiased insights. Listen to, search, and get access to fully transcribed customer conversations.



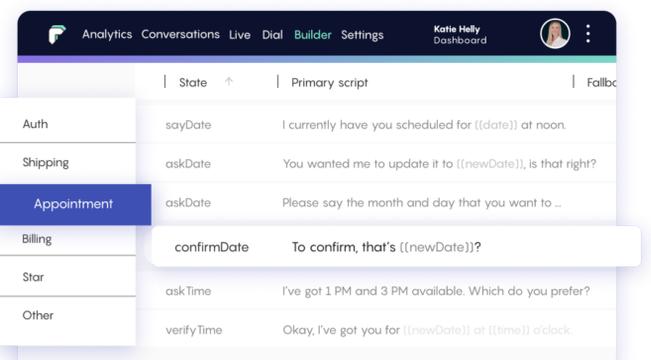
Analyze conversation insights

Discover key trends. Get real-time insights into why customers are contacting support, top performing conversation flows, and frequent escalation issues.

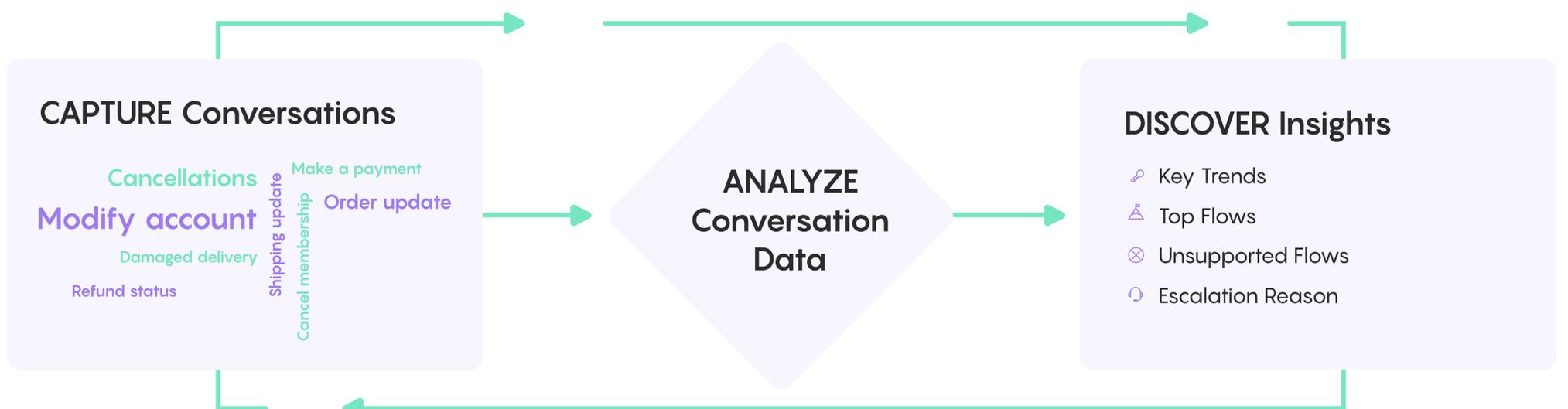


Take action immediately

Continuously improve conversations. Update conversations with point and click script editing to scale your best conversations to every customer with Conversation Builder.



Analyze. Discover. Take Action. All from one dashboard.



How conversational insights inform customer behavior

Unsupported flows:

Get visibility into what new customer asks are trending in response to open ended prompts like "How may I help you?". With Replicant, users can understand why customers are contacting support and easily identify unsupported conversation flows.

Capture dispositions:

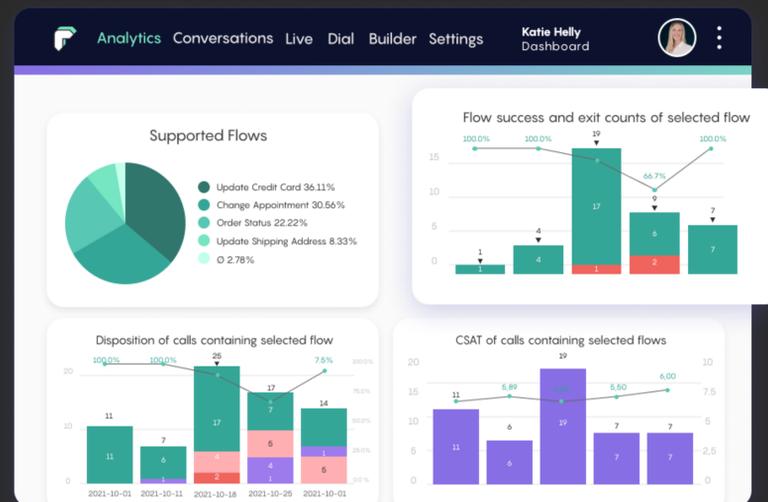
Automatically capture dispositions based on what customers are saying to understand the breakdown of positive, neutral, and negative conversation outcomes and identify areas for improvement by drilling into negative dispositions.

Conversation success:

Get visibility into whether conversation flows complete successfully or end prematurely due to hang-ups, agent escalations, or customer misunderstandings. With Replicant, users can take action immediately on these insights to continuously improve the customer experience.

Measure CSAT:

Brands typically survey customers after support interactions to capture CSAT resulting in low response rates. With Replicant, users can quickly collect CSAT during every conversation, measure CSAT trends, and take action to improve conversations with low CSAT.



ECSI customer spotlight



Mike Bowman
Director of Customer Support Operations



"Not only has Replicant allowed us to scale our call center operations, but it's given us insights into caller behavior at a much deeper level than we could have expected - which ultimately helped us improve the customer experience."

ECSI needed a solution to scale their call center operations and get insights into caller behavior to improve the customer experience and enable their agents to resolve issues faster. After deploying Replicant, ECSI minimized the impact of seasonality within their call center and now has insights into conversation data, allowing them to personalize the customer experience for higher CSAT.

Use Cases

- Tax Form
- Refunds
- Payments
- Loan Servicing

Outcomes

- 100% of target call volume successfully handled
- Insights into conversation data
- 4.6/5.0 CSAT
- 2.5 months to go live

Getting started is easy

Replicant seamlessly integrates with existing agent workflows and contact center software to automatically create cases, log summary notes, and resolve tickets.

