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Learn by listening

Whether it's customers reaching out when they need something or colleagues collaborating at work, conversations are the lifeblood of business. Every conversation contains valuable insight about products, services, processes, and customer needs. And every good conversation starts with listening. That's why, in today's ultra-competitive business landscape, listening is critical to develop your agility to optimize customer experiences, but also to develop your efficiency to cut costs. But how do you *truly listen* to every conversation across your business? Your ability to gain insights from conversations can make or break a business.

The process of extracting insights by listening to conversations one at a time is costly, inefficient, and ineffective. Instead—and this is crucial to success—businesses must leverage a solution that can unlock insights from large conversational datasets.

ElevateAI enables businesses to listen at scale and on their own terms. ElevateAI is an unmatched AI service that helps you innovate without reinventing the wheel. Connecting to ElevateAI's developer-friendly APIs puts the power of conversation data at your fingertips so you can focus on your core business.

Introducing ElevateAI

Transcribe and understand conversations with developer-friendly APIs

NICE is the worldwide leader in CX software for the contact center. The key differentiator in our platform is our unique AI, which is purpose-built to analyze and enrich customer experiences. With CX at the center of everything we do, ElevateAI takes our AI expertise even further with developer-friendly APIs. Now, all the intelligence of decades of expertise is available on-demand, with unrivaled transcription and unmatched CX analytics.

TRANSCRIPTION

ElevateAI is a powerful and accurate transcription service, highly specialized in the conversational format of customer support calls

AI BUILT FOR CX

ElevateAI evaluates customer sentiment and monitors behavioral patterns for both customers and support agents alike. Use AI built for CX to unlock important insights that improve customer experience and achieve more with fewer resources.

So what can a supercharged, customer support AI actually do? Well, the answer to that is really up to you . . . your imagination is the limit. Though we built this powerful tool to make our own premium CX software smarter, we're now offering the underlying artificial intelligence to developers looking to build their own custom CX solutions. ElevateAI is an API that makes your customer interaction software tremendously smarter with just a few lines of code.

ELEVATE AI

The most affordable speech-to-text and analytics API built for customer service

Unmatched conversational dataset

Behavioral analytics experience

Conversational expertise = accuracy

Innovation powered by NICE

Born and built for conversations and CX

Cost effectiveness
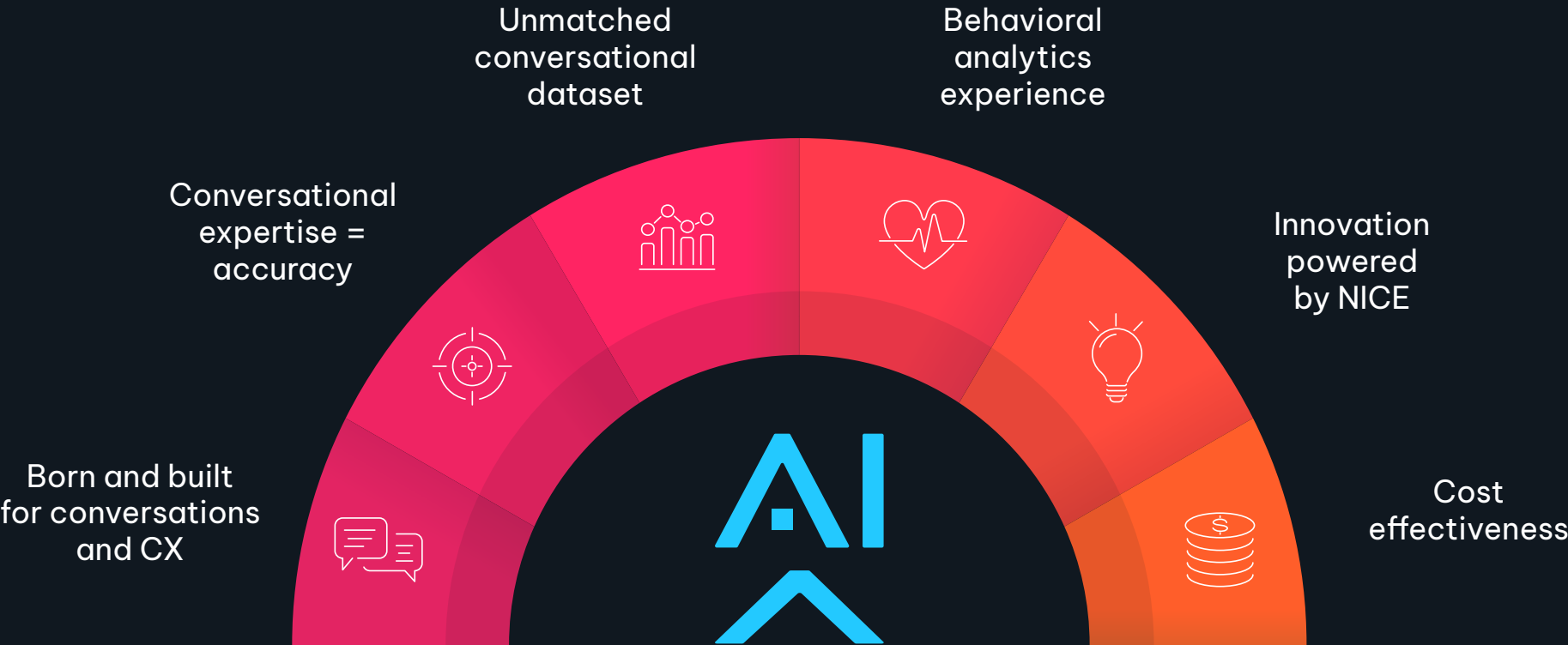
Take your CX to the next-level with a single API

Why choose ElevateAI

Built for conversations and CX

More conversations happen in the contact center than anywhere else. NICE has more than 20 years of experience doing research and developing technology in the contact center from calls across 25k organizations in more than 150 countries. And that's where ElevateAI was born.

Conversational expertise = accuracy

Conversations can be particularly difficult for machine transcriptions, since they aren't scripted. They involve multiple speakers talking back and forth, sometimes in sporadic bursts. Topics can diverge and branch off quickly into unexpected directions. It can be difficult to follow, even for human transcriptionists. For ElevateAI, conversational voice data is its cornerstone . With conversational audio, ElevateAI routinely scores above 90% accuracy WER (Word Error Rate).

Unmatched conversational dataset

What's the difference between **good** AI and **great** AI? A large, rich dataset to learn from. AI is dependent upon its data to achieve results; no amount of technology and fancy AI will overcome a lack of training data. Depth of learning experience is necessary to ensure that an AI model can scale for use outside of the lab and can be generalized to handle novel input.

ElevateAI uses sophisticated models backed by 70 patents. And thanks to our longstanding analytics market leadership, it has access to one of the largest and richest conversation datasets available. The 20 years of voice data is also comprehensively labeled by industry-leading analytics, making our AI model more accurate and better at understanding conversational context than other vendors offering **AI-as-a-Service**. Having been rigorously trained to learn the inherent conventions and dynamics of support center calls, ElevateAI has an impressive and deep understanding of customer interactions.

ElevateAI offers services at **less than 50%** of our competitors' prices

And we bring unmatched experience and innovation

Get an immediate custom quote with our online price calculator

CALCULATE PRICE

# Why choose ElevateAI (continued)

Behavioral Analytics Experience

To nurture happy customers and your business, you need to understand customers the way we do. Successful change builds from changes in behavior, and that's why NICE's unique behavioral analysis of customer experiences is important. This is distinct from a merely transactional approach to analysis. We're not just interested in what happened but also in why it happened. What behaviors drove the outcome, positive or negative? We understand behavior better than anyone else because of our experience, our data, and overall our success in helping premier brands across the world.

Innovation powered by NICE

Both emerging disruptors and established companies alike rely on our AI to win: more than 25k organizations in more than 150 countries, including 85 of the Fortune 100. If you'd like to join the ranks of the world's most innovative brands, NICE has a suite of existing premium customer experience software that uses AI to transform and elevate every customer interaction.
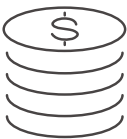
Cost Effectiveness

EnlightenAI is the most cost-effective AI-as-a-Service available for speech-to-text and audio intelligence. Our technology has been optimized and used in-house for decades, allowing us to provide our users with meaningful savings and flexible pricing. We offer services at less than 50% of our competitors' rates, which means you'll be able to scale your own platform to the age of AI without breaking the bank.

CUSTOMER STORY

FIFTH THIRD BANK

For years, Fifth Third Bank, one of the largest money managers in the Midwest, gauged sentiment through surveys. However, their survey system was flawed, due to its small sample size, subjective responses, narrow demographic coverage, and limited view of agent contributions to customer experience.

The bank wanted a better immediate and long-term understanding of customer intent. Using NICE's AI for automated interaction analytics, they can now see a broader range of the bank's activities, gathering insights from every single call. For instance, caller sentiment helps identify root causes of short-term call volume trends. With analytics reports, coaches can target topics for ongoing behavioral training, ratings and peer comparisons.
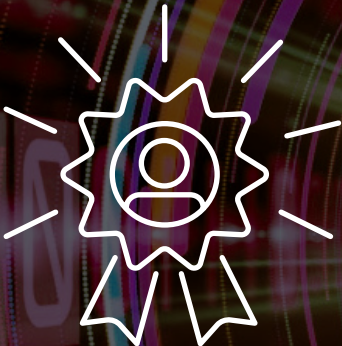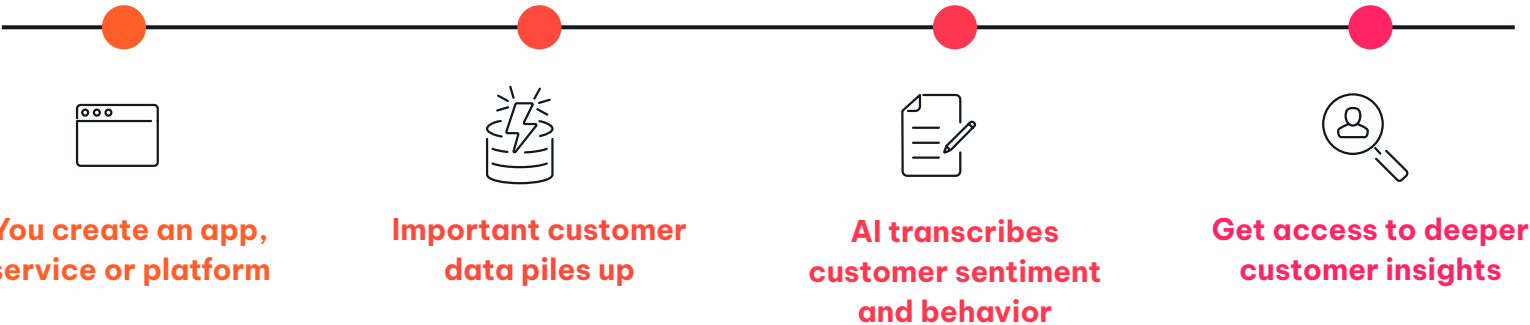
With NICE's AI, Fifth Third Bank realized a variety of cost savings, improved employee productivity, and higher employee compliance.

Top use cases for ElevateAI:
How our technology makes a difference

You're developing an app, service, or platform that will involve gathering calls or other voice data from your customers. Once you go live, that voice data will start to pile up quickly. There's important information in those conversations—information about your customers, what they want, what they're thinking about, how well your team is taking care of them, and how they feel. That's where integrating a vocal transcription AI with sentiment and behavioral analysis will get you out ahead of the pack. You may not have time to listen to all the data manually, but you can still have access to the deeper insights about your customer hidden inside that data.

Here's where we see ElevateAI making a difference in your business.

You create an app, service or platform

Important customer data piles up

AI transcribes customer sentiment and behavior

Get access to deeper customer insights

20 years
of experience.

Billions
of interactions analyzed.

Insights
now in your control.

Call Center

In a call center, you need to understand why agents struggle or excel. Why do some calls begin on a positive note, but end negatively? What are your customers' feelings around your products, services, agents, and processes? What if you could locate and pick apart moments of cross-talk, confusion, or misunderstanding in calls? You'd have a chance to find out what you'd missed and what value was left on the table.

With ElevateAI, contact centers can:

- Turn customer experience into a positive brand differentiator with a better view into sentiment and CSAT

- Take a data-driven approach to coaching your agents

- Evaluate performance with all of the data in your hands with 100% clarity across all interactions

BOTTOM LINE: You'll improve agent performance, increase customer loyalty and retention, and improve your operational efficiency.

Digital

Customer service conversations represent a wealth of insights about what types of issues customers are having and when. When you transcribe conversations for data analysis, you can infuse those lessons into other channels. Having a more comprehensive understanding of the types of calls and their volume breakdowns helps prioritize investment and focus on the right digital self-service opportunities, whether that's improving a chatbot, writing knowledge articles for the website, or expanding proactive outreach. As a result, you can provide more effective digital self-service options and reserve human agents for unique or complex work.

As a result, you can provide more effective digital self-service options and reserve human agents for unique or complex work.

BOTTOM LINE: Know what training and other support investments you need with a bird's-eye view of the recurrent issues your team is addressing.

Vulnerable Customer Identification

For companies operating in the UK, ElevateAI can also be hugely helpful in identifying possible vulnerable customers. Every voice and digital interaction can be screened, ensuring that your team is doing everything they can to watch out for those customers in dire circumstances and in the meantime, keeping you in compliance.

BOTTOM LINE: Equip your team to act ethically and protect potentially traumatized customers.

Defining a **new standard** for CX development

Marketing

Your sales calls are gold. How are customers responding to that slick, new messaging? Are your reps using the promotions you've asked them to prioritize? Why or why not? Are your offers valuable to people, or do they need to be tweaked? Which competitors are people talking about? What objections are reps hearing over and over? If ElevateAI were feeding you the answers in composite, you'd be better prepared to arm your sales team. You could create influential, high impact offers and get a tighter grip on your strategy.

BOTTOM LINE: You'll increase conversions, lower customer acquisition costs, and create happier sales teams and smarter marketing teams.

Legal

The legal world is quickly changing. Gone are the days of attorneys going into a physical law library to do research or spending weeks sifting through evidence. While digitization has revolutionized the practice of law, AI and analytics are now hastening that transformation. As unstructured voice data from cell phones, video conferencing, social media, and other digital streams are used more and more during investigations and trial proceedings, the usefulness of transcribing this data at scale becomes more obvious. ElevateAI can quickly transcribe and analyze large amounts of voice data and help find the needle in the haystack that will make or break a case.

BOTTOM LINE: By modernizing your legal team with the power of artificial intelligence, they'll work smarter and quicker.

Compliance

Are your agents adhering to best practices and complying with industry regulations on every call? Are they informing customers that they're being recorded in the first 30 seconds? Are they using payment authorization scripts before taking payment info? At debt collection, are they reading the mini Mirandas? Don't just take a sample; know for sure if they're following procedure every time. ElevateAI can catch infractions and free your supervisory staff to focus on more important things.

BOTTOM LINE: Automatically assess compliance with higher accuracy across 100% of interactions, resulting in reduced liability and lower compliance costs.

CUSTOMER STORY

⇌ SOLERA

Solera is the global leader in vehicle supply chain and repair management technology. Using AI technology, the company has revolutionized the entire vehicle claims cycle. Image data from real claims drives consistently faster and more accurate cost and time estimates for drivers, insurers, and technicians. However, their contact center was falling behind and needed a boost to customer experience. NICE's AI was a perfect fit. It seamlessly integrated with their existing system which manages over 1 million transactions a year. NICE's AI empowers them to survey the customer experience and to make sure agents are empathizing with customers. The AI helps identify the signal in the noise of all the data—what to pay attention to, what to coach on—so supervisors can then reward and incentivize the most productive behaviors. As Sarah Blair, Solera's VP of Operations, North America puts it, "the platform has allowed us to shift to a true coaching culture among our agents."

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Raise your CX game

All of the power of NICE's highly polished, field-tested AI is waiting for
you with ElevateAI. Sign up for a free trial to get your API key today, and unlock the potential
for a deeper understanding of your customers, your agents, and your complete CX.

Sign up for a free trial

www.elevateai.com ▶

ELEVATE AI

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud-native customer experience platform, CXone, NICE is a worldwide leader in AI-powered contact center software. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform — and elevate — every customer interaction.

www.nice.com

NICE