PARTNEER
We care for your business.

AI CONVERSATIONAL ANALYTICS SUITE

BUSINESS PROBLEM

Organizations struggle with understanding customer interactions across multiple channels, hindering effective communication analysis. Traditional methods lack real-time insights and comprehensive comprehension of voice, image, video, and text data.

Added Value and Target Market:

Our suite empowers businesses with comprehensive, real-time conversational analytics, enhancing customer engagement and service quality. Tailored for enterprises across industries, including customer service centers, telecoms, legal companies or departments, marketing agencies, and media firms, seeking to optimize customer interactions and drive business growth.

OUR SOLUTION

Randy Labs' AI Conversational Analytics Suite (CaaS) is an on-prem, multilingual powerhouse supporting over 100 languages, designed for comprehensive customer communication analysis. It features dedicated AI models that ensure data privacy and locality, safeguarding personally identifiable information (PI). This suite excels in detecting intent, sentiment, and entities across multiple media channels—voice, image, video, and text—providing real-time insights and actions. It's the ideal solution for global enterprises aiming to maintain data compliance and enhance customer interaction analytics.