

Real-time conversation analytics and coaching

Elevate your customer interactions and amplify your sales

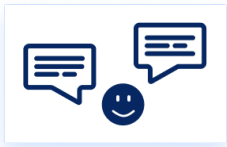
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i2x enables you to leverage your data and understand what makes your team successful and customers happy - in real-time and powered by AI.



Increase conversion rates



Drive customer satisfaction

Make more customers happy by analyzing conversations and improving agents and scripts



Gain insights and foster compliance

Optimize agent-customer interaction by A/B testing tactics



Benefits all stakeholders

i2x empowers everyone to reach their full potential

Managers

Supervisors

Sales Agents

Customers



Manager

i2x gives managers a window into the world of customer interaction. It better equips your agents to lead successful calls, giving you the peace of mind that your customers are better catered to

improve crucial KPIs (conversion rate and C-Sat score)

automatically A/B test your strategies

decrease agent churn



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shorter onboarding processes

gain transparency into your customer interactions

How i2x works

with you to upskill your entire team



Record

i2x records calls automatically to guide agents through every conversation, uphold script compliance and generate structured call data



Transcribe

i2x's proprietary speech recognition technology is trained on company-specific data to transcribe calls with the highest accuracy



Analyze

Machine learning uses your firm's unique data to provide targeted insights for both, agents and managers, to identify company-specific best practices



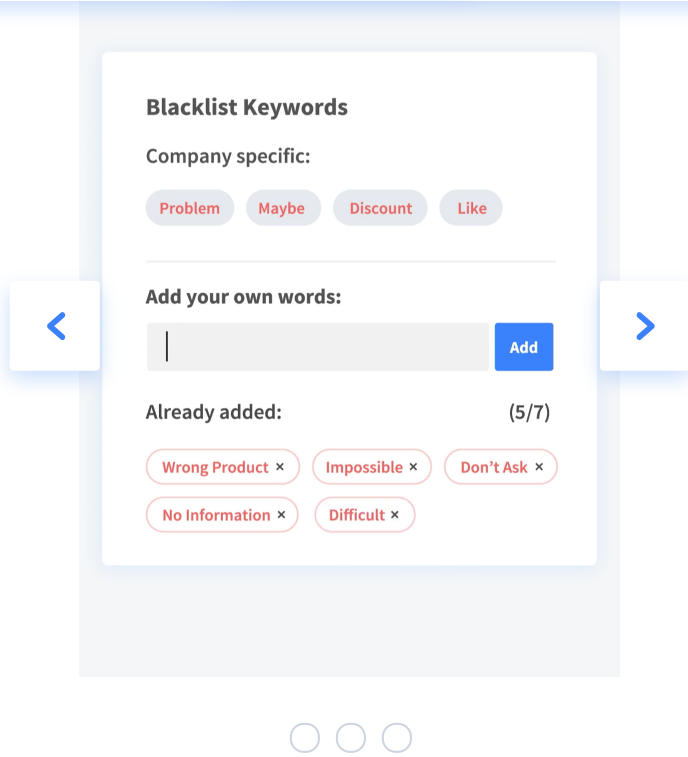
Improve

i2x spreads best practices across teams with in-call advice and after-call feedback to enhance the customer experience

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Upskill yourself

using i2x for better conversations



Don't Say

The Don't Say list keeps an ear out for your annoying speech habits. Tell i2x what words or phrases you're trying to avoid and it will listen for these. By shining a spotlight on these, each call will be more efficient than the last.

Get started

Add i2x to your toolbox

and leverage your KPIs

Sales

In sales, you only have one shot to seal a deal. To make it count, i2x helps sales teams to close as many deals as possible. The communication trainer ensures clear communication patterns and makes the most of the time spent in each call.



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- close more deals
- shorten the sales cycle
- exploit up and cross-selling opportunities
- never lose a lead again

Customer service

Your customers' satisfaction hangs in the balance of every call. It's crucial that their needs are put first. i2x ensures professional communication in every situation, so that your customers' problems are solved right away.

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- strengthen your branding
- solve issues more efficiently
- decrease handling time
- reduce agent turnover

Contact center

High volume contact center benefit from i2x for quality assurance and workforce management