

Your Customers Already Have the Data. AI Helps Them Use It Effectively.

Transform existing call recordings into actionable business intelligence

A Smarter Way to Bring AI to Your Clients

Organizations are looking for practical ways to apply AI to customer interactions, but few are willing to replace their existing phone system or contact center platform just to get there.

Instead of replacing existing infrastructure, ChorusCX AI Insights helps organizations unlock the value of the call recordings they already have.

Working with call recordings your customers already generate every day, AI Insights delivers transcription, automated quality scoring, sentiment analysis, compliance monitoring, coaching insights, and business intelligence without requiring a new telephony platform or a disruptive solution migration.

Adding AI call analytics to your portfolio creates new opportunities within the customer relationships you've already built.

- ▶ **No rip-and-replace.** Customers keep the communications platform they've already invested in.
- ▶ **Built around existing customer environments.** Works with Mitel, Intermedia, Avaya, Cisco, Encore, and virtually any platform capable of exporting recordings.
- ▶ **Consumption-based pricing.** No minimum commitment makes it easy for your customers to get started and simple to scale over time.
- ▶ **Recurring revenue opportunity.** Ongoing usage creates recurring revenue without introducing unnecessary complexity.

Every Recorded Call Offers Valuable Business Insight

Every day, your customers generate thousands of conversations with prospects, patients, members, customers, and employees. Those conversations contain valuable insights into customer experience, agent performance, compliance, and sales effectiveness.

The conversations are already being recorded. The challenge is that very little of the information they contain is ever actually reviewed or used.

Most organizations simply don't have the time or resources to manually analyze more than a small percentage of their recorded calls. The result is valuable business intelligence that remains hidden in plain sight.

From Recordings to Actionable Intelligence

ChorusCX AI Insights transforms existing call recordings into meaningful business intelligence within minutes.



Full Call Transcription
Every conversation becomes fully searchable and easy to review.



AI Call Scoring
Automatically evaluate every interaction using consistent scorecards in under 60 seconds.



Sentiment Analysis
Understand where conversations succeed, struggle, or change direction.



Compliance Detection & PCI Redaction
Automatically identify compliance concerns while protecting sensitive information



Objection Trend Analysis
Surface recurring customer concerns and emerging trends across the entire call library.



Agent Benchmarking
Identify coaching opportunities, recognize top performers, and improve consistency across the organization.

All customer data is securely processed within Microsoft Azure infrastructure utilizing PCI DSS, ISO/IEC 27001, SOC 2, and GDPR-aligned security standards.

Designed to Extend Existing Investments

AI Insights works alongside existing communications platforms, making it easy to introduce AI-powered call analytics without disrupting existing infrastructure.

- ▶ **Platform agnostic.** Supports Mitel, Intermedia, Avaya, Cisco, Encore, and virtually any WAV, MP3, or MP4 recording source.
- ▶ **Simple deployment.** Customers export recordings. ChorusCX performs the AI analysis. No lengthy implementation or platform migration required.
- ▶ **Fast time to value.** Customers begin receiving AI-generated insights from their very first upload.
- ▶ **Easy to position.** Help customers extend the value of the communications platforms they've already invested in.

Opportunities Already in Your Customer Base

AI Insights is particularly well suited for organizations that:



Already record customer conversations as part of their daily operations.



Operate contact centers or customer service teams.



Need better visibility into quality, coaching, compliance, or customer experience.



Are exploring AI but aren't planning a communications platform migration.



Want to unlock more value from conversations they're already recording.

A Simple Three-Step Process

1

Export Existing Recordings

Export recordings from virtually any communications platform in WAV, MP3, or MP4 format.

2

Secure Upload. Instant AI Analysis.

Upload recordings to ChorusCX's secure Microsoft Azure environment, where AI automatically generates searchable transcripts, scorecards, sentiment analysis, compliance alerts, and coaching insights.

3

Deliver More Value

Customers gain actionable business intelligence while you build recurring services revenue, without replacing a single system.

Interested in Learning More?

Contact EarthBend Distribution to see how ChorusCX AI Insights can help your customers unlock the value hidden inside every recorded conversation.

EarthBend Distribution

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