

Better intelligence for better experiences.

About CallMiner

CallMiner Conversation Analytics drives better business decisions while achieving operational efficiency. The industry's most powerful conversation analytics platform empowers businesses with AI-driven insights derived from the conversations they're already having with customers, prospects and employees.



See what customers are saying:

"CallMiner is a market leader when it comes to improving CX. We now have the data, skills and expertise to drive the insights our clients need, make informed decisions, and effectively coach our team."

– Daphnee Lysius-Dicette, Senior Product Manager,
BPO division of NTT

What we offer

CallMiner makes it possible to analyze 100% of customer conversations and turn those insights into transformational business change. No other platform offers the intelligent tools necessary to uncover opportunities to drive efficiency and revenue. When deployed with Microsoft Dynamics 365 Contact Center, the comprehensive solution delivers empowering customer service capabilities with Copilot combined with the industry's most powerful conversation analytics platform.

The CallMiner platform is comprised of multiple products designed to work seamlessly together with AI-driven insights across them all:

Analyze: Harness the power of AI to automatically score 100% of voice and text-based interactions, while utilizing customizable and shareable dashboards to identify the most impactful opportunities to improve customer experience and drive efficiency.

Coach: Empower supervisors to gain deep understanding into agent and customer interactions, identifying performance trends, targeting behavior for guidance or reinforcement, and creating a culture of improvement.

RealTime: Respond to conversation needs in the moment by proactively improving customer and agent experience. Dynamic insights help drive action to reduce customer issue escalations, resolve potential compliance risks, and recover from negative customer interactions in real time.

Visualize: Explore data intuitively, create sharable presentations and encourage action within and beyond the contact center.

Integrations: Assemble all the pieces of the puzzle together to provide the best possible view of your customers – including CRM, survey, IVR and ticketing systems.



Why CallMiner + Microsoft Dynamics 365 Contact Center?

Realize competitive advantage with best-of-breed contact center + analytics

Combining **Microsoft Dynamics 365 Contact Center** with **CallMiner** offers several unique benefits for businesses seeking to enhance customer engagement and operational efficiency

Seamless Integration of CRM and Analytics

Dynamics 365 Contact Center is deeply integrated with CRM platforms, providing agents with customer information in real time. CallMiner ingests customer conversations and key metadata to provide critical conversation insights. Our speech and text analytics platform extracts insights from customer interactions to zero in on customer intent, product issues, challenges in service delivery and more to help businesses improve customer understanding and response quality.

AI-Driven Insights and Automation

Microsoft Dynamics 365 Contact Center leverages AI through tools like **Copilot**, which assists with tasks such as generating case summaries and offering prompt suggestions during interactions. When combined with CallMiner's powerful AI-driven analytics, businesses can combine insights across channels helps refine customer journey insights, enabling predictive customer behavior analysis and more personalized customer experiences.

Enhanced Employee Performance and Training

Supervisors can benefit from CallMiner's real-time feedback and coaching features, alongside Dynamics 365's performance monitoring tools. This combination helps automate quality, reducing agent effort and improving accuracy of agent feedback to improve customer experiences.

Cross-Channel Engagement and Reporting

Microsoft Dynamics 365 supports communication across digital and voice channels. Integrating CallMiner aggregates feedback across sources (including surveys, reviews, social, etc.) to add deeper reporting and customer insights. The combined solution empowers businesses to enhance both their strategic decision-making and day-to-day operations as they gain a complete voice-of-the-customer picture.

The combined **Microsoft Dynamics 365 Contact Center** with **CallMiner** solution enables businesses to transform both customer engagement and operational efficiency, leveraging advanced analytics to elevate the overall contact center experience.

CallMiner meets Microsoft's Azure Consumption Commitment (MACC) benefit eligibility. When you choose CallMiner to analyze and better understand your customer conversations, 100 percent of the purchase is now applied to your Azure commitment.

With CallMiner being MACC eligible, you can purchase it through the Azure marketplace as part of your licensing agreement. You get all the benefits of our AI-powered conversation analytics platform without budgeting challenges. It also helps you optimize your Azure discounts while maximizing your Azure spend.

By combining CallMiner's expertise in conversational analytics with Azure's comprehensive suite of tools and services, customers can achieve better operational efficiency, deeper insights into customer behavior, and more agile, secure, and compliant business processes.