Analyze 100% of your Customer Interactions Automatically with CallMiner Eureka.

CallMiner Eureka is the leading solution to improve contact center and enterprise performance through conversational analytics. It immediately reveals insights from automated analysis of communications between you and your customers across multiple channels – including phone, email, chat, social and more.

Eureka transforms performance management for the largest global enterprises and for smaller contact centers by:

♦ Capturing customer conversations and associated metadata from any source and across multiple contact center sites and locations.

♦ Converting customer interactions into a consistent format for analysis.

♦ Allowing for free form search to find and playback contacts containing specific words and phrases or sharing other characteristics.

♦ Determining root cause through automatic topic analysis.