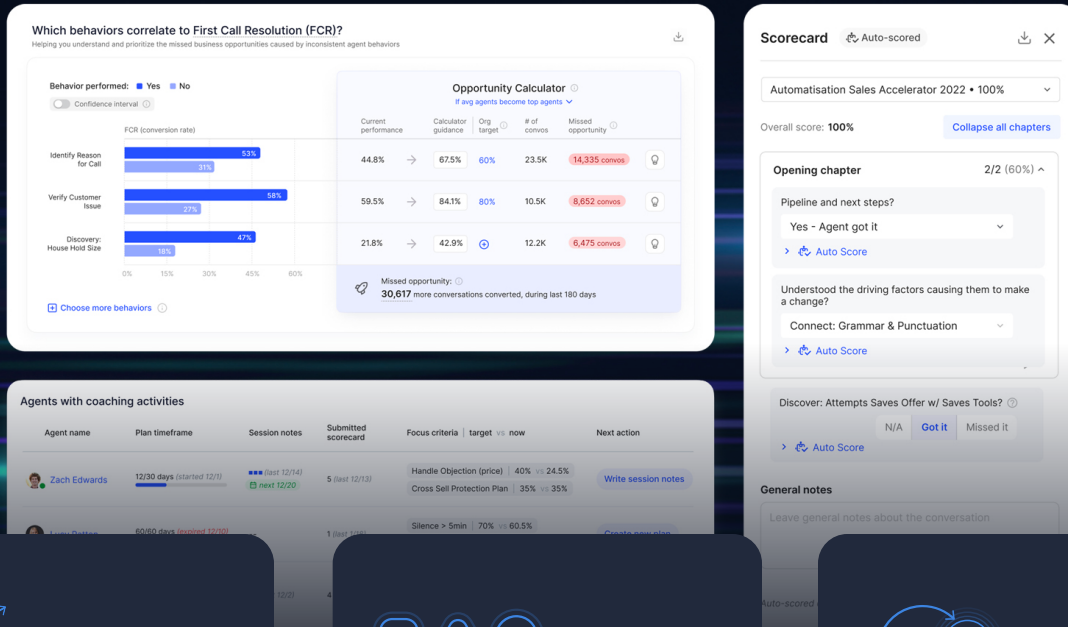


Discover and reinforce the true drivers of contact center performance

CRESTA
CONVERSATION INTELLIGENCE

Unlock better agent performance and increase operational efficiency at scale with AI that understands the content and context of every conversation.



Deeply actionable insights

Gain a deeper understanding of your business with conversational AI powered by best-in-class transcription and semantic understanding.



Hyper-efficient quality assurance

Evaluate 100% of conversations at a fraction of the cost with the industry's most accurate AI-native QA solution.



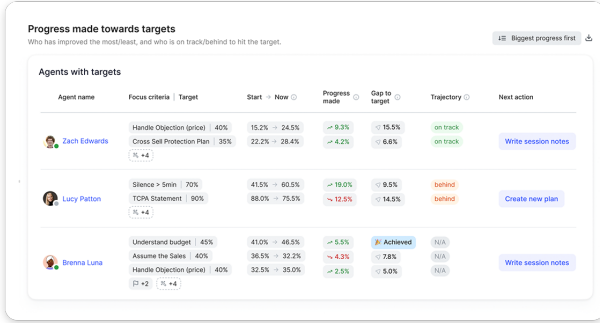
Outcome-driven coaching

Deliver personalized coaching that prioritizes the specific skill and knowledge gaps most likely to impact mission critical KPIs.

“Not only do we have insights into customer behavior, but we are also able to ensure that coaching, reinforcing processes, metrics, QA – all of the goodness of Cresta – applies consistently to all of our agents”



Turn AI-powered insights into actions that drive results



Coaching

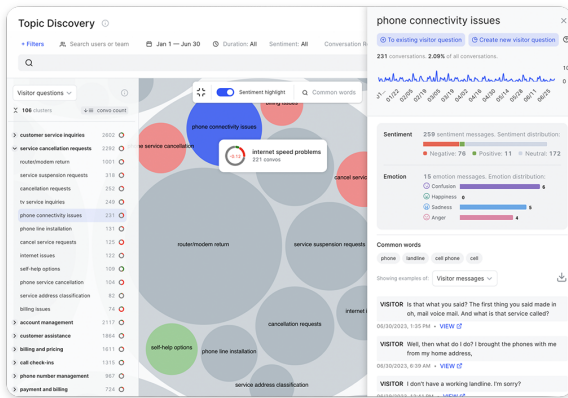
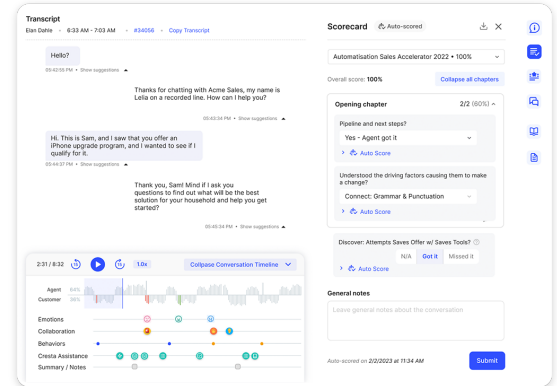
Perform precision-targeted, outcome-driven coaching

AI-suggested coaching plans surface opportunities to improve specific, quantified gaps in each agent's performance, prioritized by their potential impact on business outcomes.

Quality Management

Transform QM from a resource-drain into a performance driver

Cresta's AI instantly auto-scores every conversation for compliance, pinpoints behavioral best-practices that drive results, and evaluates agent behavior to empower targeted coaching.



AI Insights

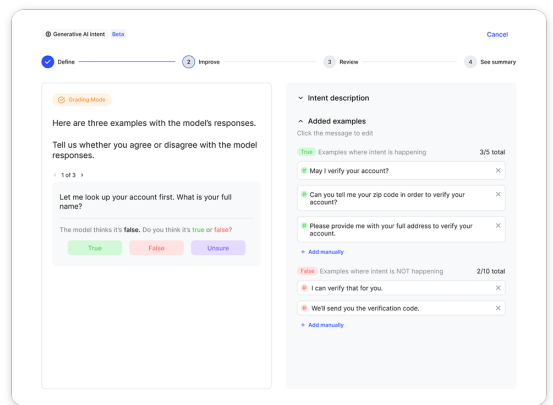
Automate reporting and business intelligence

Discover the voice of the customer with automated conversation transcripts & summaries, topic clustering, emotion, sentiment, trends, and anomalies.

No-Code Builder

Build conversation rules with a no-code action layer

Define bespoke conversation behaviors and intents by training a custom generative AI model on your conversation data. Build automated alerting, tracking, external integrations, and even real-time agent guidance and hints—all with **Cresta Opera**, an intuitive no-code builder interface.



See Cresta Conversation Intelligence in action

REQUEST A PERSONALIZED DEMO