

AI at Conversant



Conversant AI turns everyday interactions into insight, guidance and action. Built into Insights360 and C360, our AI works across Microsoft Teams and wider telephony platforms to help organisations see more, act faster and continuously improve outcomes.

AGENT AI

Support agents with clarity and confidence

BUSINESS AI

Turn conversations into performance intelligence

REAL-TIME AI

Guide conversations as they happen

INSIGHTS

- Call summaries and key takeaways
- Next steps and action tracking
- Customer intent identification

- Sentiment and satisfaction trends
- QA scoring and call categorisation
- Topics and resolution analysis

- Live sentiment detection
- Intent recognition
- Risk and escalation indicators

ASSIST

- Automatic wrap up and notes
- Translation and language support
- CRM updates and workflow triggers

- Targeted QA reviews
- Coaching and improvement insights
- Performance alerts

- Real time prompts and guidance
- Suggested next actions
- Live translation

ENGAGE

- AI chatbot handover to agents
- AI assisted voice interactions

- IVR optimisation
- Journey and channel analysis

- AI chatbots and voice agents
- Intent based routing
- Sentiment aware responses

