

The Battle Card

3CX Voice Analytics vs. CXEX AutoInsights

3CX Native AI

Built-in AI features focused on basic transcription and sentiment scoring for 3CX PBX users. Ideal for small teams needing core visibility.

CXEX AutoInsights

A sophisticated, GenAI-powered post-call analytics platform built to deeply understand conversations—not just transcribe them. Rapid 72-hour deployment.

Feature Comparison

Capability	3CX Native	CXEX AutoInsights
Call Transcription	✓ Basic (Google/OpenAI)	✓ Advanced Multi-Engine
Sentiment Analysis	✓ Simple 1-5 Score	✓ Deep Emotional Biometrics
QA Automation	✗ Manual Sampling Only	✓ 100% Automated Scoring
Sales Effectiveness	✗ Not Available	✓ Conversion & Objection Tracking
Compliance Monitoring	✗ Limited	✓ Full Script Adherence Alerts
Deployment Speed	PBX Integrated	✓ Plug-and-Play (72 Hours)

Why AutoInsights Wins

Deeper Understanding

Moves beyond "what was said" to "why it matters" using 29+ specialized AI "Listeners."

Actionable Strategy

Provides root-cause analysis and behavioral metrics to drive actual business growth.

Unified Insights

Integrates voice data with web chat, email, and WhatsApp for a 360-degree customer view.

Target Industries

AutoInsights is purpose-built for high-stakes environments: **Banking, Insurance, Automotive, Healthcare, and Government.**

