

AI AutoScorecards

Advancing Ethical AI with Human-in-the-Loop Processes



CXEX AutoInsights leverages advanced AI algorithms and Generative AI to deliver consistent, context-aware scoring for 100% of your customer interactions. No more random sampling—gain a comprehensive, reliable picture of agent performance and compliance adherence.

Core Accuracy Drivers

Objective Scoring

Removes human bias and subjectivity from the QA process. Every conversation is evaluated consistently against pre-defined criteria.

Generative AI Context

Goes beyond keywords to understand the true sentiment, emotion, and intent of the conversation. Recognizes empathy even in nuanced situations.

Adaptive Learning

Machine learning models improve over time by identifying patterns and anomalies as more data is analyzed.

The Ethical AI Difference

- ✓ **Human-in-the-Loop QA:** Expert human analysts validate and fine-tune AI scores, ensuring the system learns from actual human nuances.
- ✓ **Customer-in-the-Loop:** Real-world customer feedback acts as an extra layer of validation to align AI scoring with the actual customer experience.
- ✓ **Governance & Transparency:** Built-in frameworks track how the AI makes decisions, ensuring every score remains explainable and stable.
- ✓ **Fully Customizable:** Tailor scorecards to your specific industry requirements, KPIs, and regulatory compliance needs.

In Summary:

AI AutoScorecards in AutoInsights improve accuracy through consistent and objective scoring, context-aware generative AI, customer and human validation, adaptive machine learning, and real-time feedback. These capabilities ensure that every customer interaction is assessed, with precision, giving businesses a reliable and comprehensive understanding of their agent performance, compliance adherence, and overall customer experience.

