

The Battle Card

Avaya Cloud Office vs. CXEX AutoInsights

Aug 1, 2024 Sep 1, 2024 Oct 1, 2024 Nov 1, 2024 Dec 1, 2024



“Avaya Cloud Office provides foundational metrics like call duration and wait times. For advanced speech analytics, ACO requires third-party integrations. AutoInsights offers a comprehensive, GenAI-powered platform with 29 out-of-the-box listeners for deep interaction insights.”

Direct Feature Comparison

Category	Avaya Cloud Office	CXEX AutoInsights
Speech-to-Text	Relies on third-party integrations (e.g., DVSA Analytics)	✓ Flat rate \$/hr; includes sentiment and PII detection
Call Summaries	✗ Not natively available	✓ Contextual GenAI summaries with intent/next steps
QA Automation	Manual evaluations; lacks automated scoring	✓ Automated QA aligned with COPC standards
Sales Effectiveness	✗ Not Available	✓ 6-score model for rapport, closing, and objections
Categorization	Dependent on third-party setup; manual	✓ Deep hierarchy (Category → Subcategory → Topic)
Pricing	Bundled; analytics costs often obscured	✓ Transparent flat-rate pricing

Why AutoInsights Wins

Superior Analysis Depth

Surpasses basic analytics with multi-layered insights, including contextual sentiment and emotion detection

Turnkey QA Automation

Increases consistency and reduces manual effort with automated QA aligned to industry standards

Specialized Sales Tracking

Includes specific models to assess and improve sales interactions, a capability missing in ACO.

Seamless Ecosystem Integration

API-ready architecture allows for easy pushing of insights into CRMs and business dashboards.

