

Voice Analytics to Business Outcomes



Calabrio Speech Analytics vs. CXEX AutoInsights

“Calabrio offers a mature workforce engagement suite, but extracting actionable insights often requires significant configuration. **AutoInsights** is an out-of-the-box, GenAI-powered platform delivering instant value with 30+ prebuilt Listeners for CX, Compliance, and Sales”

Feature Comparison

Feature	Calabrio Speech Analytics	CXEX AutoInsights Advantage
Categorization	Manual configuration	✓ Automated Category → Subcategory hierarchy.
Summaries	Add-on via integrations	✓ Out-of-the-box GenAI contextual summaries.
QA Model	Manual forms & rules	✓ Prebuilt CX, Compliance, & Business QA.
Emotion Depth	Basic sentiment	✓ Emotion Diamond™ (Confidence, Stress, Energy).
Digitalization	✗ Not available.	✓ AI Readiness & Automation Suitability reports.
Bot Analytics	✗ Not available.	✓ AI Readiness & Automation Suitability reports.

Why AutoInsights Wins

Faster Time-to-Insight
 Deploy in under 3 days with zero professional services required—skip the build phase and go straight to insight.

Flexible STT Engine
 Switch between Whisper, Deepgram, or AWS, or use existing Calabrio transcripts to save costs.

Actionable Intelligence
 Go beyond raw transcripts to get structured reports, issue resolution tracking, and coaching summaries.

Secure & Compliant
 Hosted on AWS with FTR approval and ISO 27001 / ISO 42001-ready certification.

