

Voice Analytics Comparison

Cisco Contact Center vs. CXEX AutoInsights



“Cisco Contact Center offers foundational analytics geared towards agent assistance and operational metrics. AutoInsights provides a comprehensive GenAI-powered platform with 29 out-of-the-box listeners for deep interaction, quality, and sales intelligence.”

Direct Feature Comparison

| Category | Cisco Contact Center | CXEX AutoInsights |
|---------------------|---|---|
| Speech-to-Text | Real-time transcription via AI Assistant for agent support. | Flat rate \$/hr including PII, profanity, and overtalk detection. |
| Sentiment | Automatic CSAT scoring based on operational data. | Contextual analysis of tone, resolution, intent, and root cause. |
| Quality Assurance | Uses CSAT scoring to identify areas for improvement. | Automated QA aligned with COPC standards for CX and Compliance. |
| Sales Effectiveness | ✗ Not Available | ✓ 6-score model for rapport, closing, and objections. |
| Summarization | Quick recap of interactions for dropped/transferred calls. | GenAI summaries including intent and next steps. |
| Pricing | Bundled with licenses; advanced costs can be obscured. | Flat-rate pricing for AI and STT with no hidden costs. |

Why AutoInsights Wins

Multi-Layered Depth

Goes beyond basic operational metrics to provide detailed call categorization and emotion detection.

Turnkey QA Automation

Reduces manual effort and increases consistency with automated industry-standard QA scoring.

Sales Intelligence

Includes specialized models to assess and improve sales interactions, a feature missing in Cisco.

Seamless Integration

API-ready architecture allows for pushing insights into CRMs and external dashboards.

