

Battle Card

Genesys Platforms vs. CXEX AutoInsights



“Genesys offers robust contact centers, but often falls short on contextual GenAI insights without complex customization. utolnsights delivers a plug-and-play solution for QA automation, CX insights, and sales coaching in just one week”

Feature Comparison

Feature	Genesys Cloud CX	AutoInsights Advantage
Analytics Engine	Token-based AI experience.	GenAI-powered platform (29 Listeners).
Categorization	Basic tagging.	Deep: Category → Subcategory → Topic.
Auto QA	Basic triggers only.	Full CX, Business, & Compliance QA (COPC aligned).
Summaries	Basic.	GenAI contextual: intent, resolution, & next steps.
Sales Tracking	✗ Limited native models.	6-listener model (Objection, Rapport, Closing, etc.).
Sentiment	Basic polarity.	Contextual: tone, resolution, and escalation risk.

Strategic Value

Rapid Time to Value

Deploy in just 1 week with zero manual tuning required, compared to long Genesys implementation cycles.

Predictable Costs

Escape token complexity with flat-rate \$/hr pricing that includes sentiment and PII detection

AI Maturity

Provides a foundation for Agentic AI and Bot training using real-world annotated call data.

Flexible Integration

Works with Genesys STT to reduce costs or functions as a parallel, low-friction solution.

