

Intelligence Beyond WEM

Talkdesk vs. CXEX AutoInsights



“Talkdesk provides a broad WEM suite, but its voice analytics often lacks the depth and vertical-specific intelligence required by modern contact centers. AutoInsights delivers actionable GenAI-powered insights for CX, Compliance, Sales, and Risk with 48-hour deployment from call recordings alone.”

Critical Capability Comparison

Capability	Talkdesk WEM	AutoInsights Advantage
Ease of Deployment	Requires WEM stack integration.	✓ No integration; plug-and-play.
Speech-to-Text	Talkdesk transcription.	✓ Reuse Talkdesk transcripts or Whisper/Deepgram.
Topic Modeling	Predefined topics.	✓ Tailored sub-category modeling per vertical.
Emotion Analytics	Simple sentiment scoring.	✓ Emotion Diamond + Employee Heartbeat.
Sales Effectiveness	Not a core focus.	✓ Objection Handling & Conversion Likelihood.
Auto QA & Compliance	Basic QM script adherence.	✓ Specialized CX, Compliance, & Risk modules.
Partner Model	Closed ecosystem.	✓ Open model for resellers and MSPs.

The AutoInsights Advantage

No Vendor Lock-In

Decouples analytics from the CCaaS stack. Works with Talkdesk, Zoom, 8x8, AWS, NICE, and Avaya.

Vertically Tailored

Provides out-of-the-box insights tailored specifically to your industry vertical and unique use cases.

Digitalization Tracking

Track bot handoffs, digital containment progress, and automation fit to drive transformation.

Rapid Time-to-Value

Gain insightful reports in 48 hours using recordings and base metadata with zero development effort.

