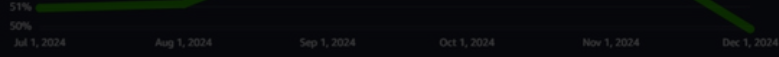


# Deeper Voice Insights

## Zoom Contact Center vs. CXEX AutoInsights



While Zoom offers basic transcription and sentiment, **AutoInsights** delivers a sophisticated GenAI-powered platform built to deeply understand conversations—not just transcribe them. Gain plug-and-play access to Agent Performance, Compliance QA, and Emotion Intelligence within 72 hours.

## Capability Comparison

Capability	Zoom Contact Center	CXEX AutoInsights
Speech-to-Text	Zoom AI Companion transcription.	✓ Whisper STT (Low Word Error Rate).
Sentiment	Basic agent/customer polarity.	✓ Emotion Diamond™ (Stress, Empathy, Energy).
Scorecards	Manual or rule-based scoring.	✓ Automated QA (CX, Compliance, Business).
Summaries	Basic Zoom summary.	✓ GenAI-enhanced with metadata links.
Engagement	Limited.	✓ Emotion Heartbeat + Agent Engagement Index.
Discovery	✗ Not available.	✓ Bot Analytics™ & Automation Readiness.

## Why AutoInsights Wins

### Rapid Setup

Enjoy a 48-to-72-hour setup from call recordings alone with zero integration effort.

### Beyond Transcription

Understand why conversations matter with root cause analysis and vertical-specific insights.

### Partner Ready

White-labeled dashboards and modular reporting for NFP, Insurance, Retail, and more.

### Enterprise Security

AWS-hosted and secure by design with ISO 27001, ISO 42001-ready, and AWS FTR approval.

