

Advanced analytics and performance monitoring

Migrating to Zoom Contact Center with SuccessKPI allows you to maintain everything you need for migration while leaping ahead with new insights and action.

With SuccessKPI:

- Seamlessly migrate to Zoom Contact Center from premise-based or other CCaaS and maintain business continuity
- Combine real-time, historical, and 3rd party data to gain a holistic customer experience view
- Create pixel-perfect replications of any chart, visualization from prem-based reports that matter to your business
- Build enhanced Zoom Contact Center reporting utilizing pre-built and self-service reports

One Platform. Better Experience.



Contact Center Analytics

Unify all your data for a 360-degree view in minutes

With prebuilt integrations to Zoom Contact Center and 180+ out-of-box data connectors, unify real-time and historical contact center data and gain a full view of multiple customer touchpoints across your entire business.

Speech & Text

Analyze 100% of customer conversations for insights

Decode and visualize what's happening in customer conversations, powered by AI/ML engines, supported by 90+% accurate transcription, and keyword spotting in 30+ languages.

Playbook Builder™

Automate actions to improve business outcomes

Automate critical action based on your customer conversations in real-time during the conversation, after the conversation, or based on triggers.

Quality Management

Take agent performance to the next level

Score 100% of customer calls, deliver feedback in real-time, and automate quality monitoring with ML so that supervisors are equipped with what they need to easily identify coaching opportunities for agents

Realtime Agent Assist

Like having a coach on every call

Empower agents with real-time coaching and guidance and enable automation of time-consuming tasks and critical actions.

Scale with 100% cloud SaaS

Our secure, high-performance serverless platform is ready to handle any size contact center, whether you have 50 agents or 5,000+.

Get immediate value

Set up the SuccessKPI platform in minutes with an out-of-box connector with leading cloud contact center platforms and leverage 180+ pre-built connectors to the data that matters to your business.

Safe, Secure, Compliant

SuccessKPI makes the privacy and protection of the data on our network and platform our #1 priority. In addition to platform security features such as automated PII redactions, SuccessKPI has established a full framework of policies and procedures to protect data in transit and at rest in our SaaS platform. These policies and procedures meet the highest industry standard and are audited and certified regularly in accordance with leading security and operational performance standards, including PCI, SOC2, HIPAA, ISO 27001, GDPR, CCPA, LGPD, FedRAMP and more.

