Improve your CX and operational efficiency with AI

Want to reduce customer journey friction in the contact center?
Need to drive self-service without sacrificing customer relationships?
Trying to identify areas to trim operational expenses?

Introducing Tethr

Tethr is a conversation intelligence platform that helps contact center and customer experience leaders in the consumer goods and services industry optimize call center performance and quality, take action on customer insights, reduce customer churn, and increase revenue. Tethr deploys machine learning models and natural language processing to spot crucial areas of customer sentiment, unbiased product and service feedback, and agent coaching opportunities across all customer interactions.

Tackle the biggest customer experience challenges:

Quantify interaction data: As a customer experience or contact center leader, you're challenged with gathering actionable data from your customer interactions. **Your teams can use Tethr to obtain actionable insights across 100% of customer interactions within minutes. Armed with these insights, you can inform customer experience and service quality at scale.**

Optimize agent performance: Monitoring agent performance at scale across multiple channels is necessary but difficult. **Use Tethr to automate quality analysis and surface coaching insights that will help improve agent performance and behavior much faster than manual call review.**

Improve product and service offerings: Many companies rely heavily on post-interaction surveys to tell them how their customer feels about their products or services. **By using Tethr, your teams can gain insights into your customers' experiences across all interactions and make changes to improve customer satisfaction.**

Benefits of using Tethr:

Automate quality assurance: Automatically analyze 100% of your customer interactions to reduce time spent on manual quality analysis and increase visibility into agent performance.

Improve agent training: Analyze agent behaviors individually and as a team to identify coaching opportunities that will improve KPIs, profitable behavior, and service quality.

Reduce churn: Gather data on every interaction to understand the entire customer journey across channels and proactively address churn risk.

Uncover product feedback: Gather insights from customer conversations and transform unbiased customer feedback into changes or improvements to products or service offerings.

> "Not only is Tethr flagging known issues to help us measure the impact, but it can also identify new issues that we don't know about, and that is powerful. Tethr tells us what we don't already know, and that's key because my team can't be in every single ticket.""
>
> - Miranda Grigar, Customer Obsession Manager at Thrasio

ACHIEVE RESULTS LIKE THRASIO

100%
of customer interactions assessed (previously 3%)

$260k
annual cost savings based on increased QA efficiency

97%
CSAT score achieved

See how Tethr can improve your customer experience:

Schedule a call with our team to learn more.