



Improve your product experience and operational efficiency with AI

- + Want to reduce customer journey friction in the contact center?
- + Need to drive self-service without sacrificing customer relationships?
- + Need to ensure contact center agents stay in compliance with policies and regulations?
- + Trying to gather unbiased customer feedback around insurance products?

Introducing Tethr

Tethr is a conversation intelligence platform that helps contact center and customer experience leaders in the insurance industry optimize contact 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 identify key areas of customer sentiment, unbiased product and service feedback, and agent coaching opportunities across 100% of customer interactions.

Tackle the biggest customer experience challenges:

Quantify interaction data: Many customer experience or contact center leaders are challenged with gathering actionable data from their 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 much faster than manual call review.**

Improve visibility into customer sentiment: Many customers share powerful feedback about products and services within a contact center conversation, but rarely in a post-interaction survey. **By using Tethr, your teams can gain insights into your customers' experiences 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 and improve service delivery.

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

Collect and act on customer feedback: Improve product offerings and service quality with unbiased customer feedback from every interaction.

Trusted by



RESULTS FROM INSURANCE COMPANIES USING TETHR

42%

increase in positive agent behaviors in the first month

80%

reduction in manual QA review time.

7%

improvement in first contact resolution

See how Tethr can improve your insurance company's customer experience:

[Schedule a call with our team](#) to learn more.