

Improve your guest experience and operational efficiency with AI

- + Want to reduce customer journey friction in the contact center?
- + Trying to identify areas to reduce operational costs?
- + Need to improve contact center efficiency, service quality, and customer experience?

Introducing Tethr

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

Tackle the biggest guest or customer experience challenges:

Reduce QA burden on outsourced teams: As a customer experience or contact center leader, you're challenged with gathering actionable data from your customer interactions that may also be handled by a third party. **Both internal and third-party 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 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.**

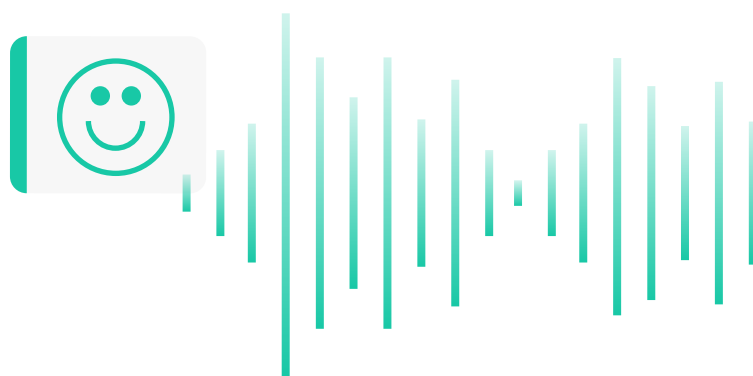
Improve customer satisfaction: Customer feedback on service or experience quality is limited in traditional post-interaction surveys. **By using Tethr, your teams can gain insights into the customer experience and make changes to improve service quality and customer satisfaction.**

Benefits of using Tethr:

Automate quality assurance: Automatically analyze 100% of your customer or guest 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 quality.

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



“Now that we have Tethr and we are able to track behaviors across 100% of interactions, we can easily see and measure how our QA team, our team leaders, and our process improvements move the needle. We can show cost reductions and value.”

- Kristin Galan, CX and Accounts Manager at British Columbia Lottery Corporation

ACHIEVE RESULTS LIKE BCLC:

220%

increase in NPS scoring

7-Point

increase in CSAT score

56%

decrease in difficult calls

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

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

