# Scorebuddy Acquires AI Text Analytics company CX Moments.

Combining AI Analytics with QA to deliver Data-Driven Insights

Do you know what your customers are saying across all your communication channels? Can you pull insights from 100% of your customer support tickets, emails, chat exchanges, and social media? Now you can, with Scorebuddy's acquisition of CX Moments—
a fully integrated text analytics solution.

The Scorebuddy Team are excited to welcome CX Moments to our company and platform of solutions.

This technology will deliver incredible value to our customers as it automatically uncovers and exposes the details of why customers are contacting you and how they feel about the interaction through the power of machine learning and AI. Fully integrated into Scorebuddy, the new AI platform will feed cases to your QA teams allowing them to target certain types of calls, where you are seeing low sentiment scores, giving your QA 100% coverage and targeting evaluations where they have most impact.
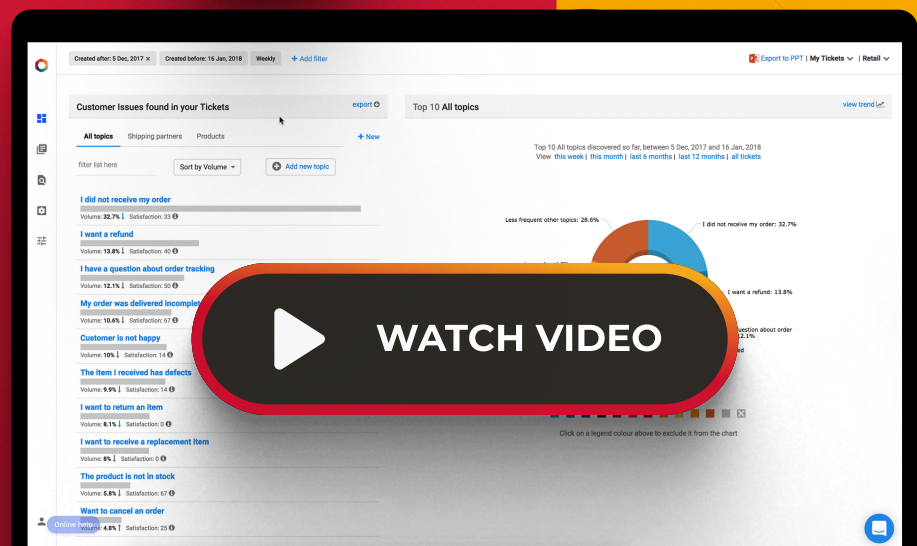
"We are incredibly excited to announce this first of its kind contact center focused text analytics solution. The potential to reach into customer conversations and intelligently select them for evaluation has huge potential for organizations. Surfacing those hidden insights automatically on an ongoing basis is going to revolutionize the way QA is applied."

—**Derek Corcoran, CEO & Founder at Scorebuddy.**

Interaction Analytics Provides Data-Driven Insight into Your Customers

Combining the power of AI and Machine Learning, CX Moments mines text data and customer conversations to deliver critical data-driven insights for better customer experiences. With text analytics, your quality teams can improve and extend their coverage to 100% of customer conversations and interactions. You'll be able to automatically:

- **Identify contact reasons, trends and volumes.**
- **Extend QA coverage to 100% of conversations**.
- **Track real-time sentiment scores.**
- **Highlight potential compliance breaches.**

All you need to do is sit back and let the text analytics system intelligently select customer interactions for evaluation to expose exactly why your customers contact you.

Scorebuddy's Text Analytics Solution Benefits and Features

With text analytics in your contact center, there is no such thing as hidden insight. You're not limited to categorizing and analyzing just a few customer support cases, tickets, and live chats.

Instead, in just a few clicks, you can reach into hundreds of thousands of customer conversations to automatically uncover trends, issues, and sentiments. It's now that easy to improve and extend your customer support.

CX Moments brings together AI technology and customer insight alongside a powerful operating system to change the way you understand your customers. It includes:

- **Rich out-of-the-box dashboards,**
- **A range of integrations with front-end solutions, including Zendesk, Freshdesk, and Salesforce,**
- **Detailed granular reports that breakdown conversations per issue type,**
- **And AI tagging to trigger automation in your contact center processes.**

With Scorebuddy's new text analytics solution, you can help your team focus on the issues that really matter so you can make better and faster decisions.
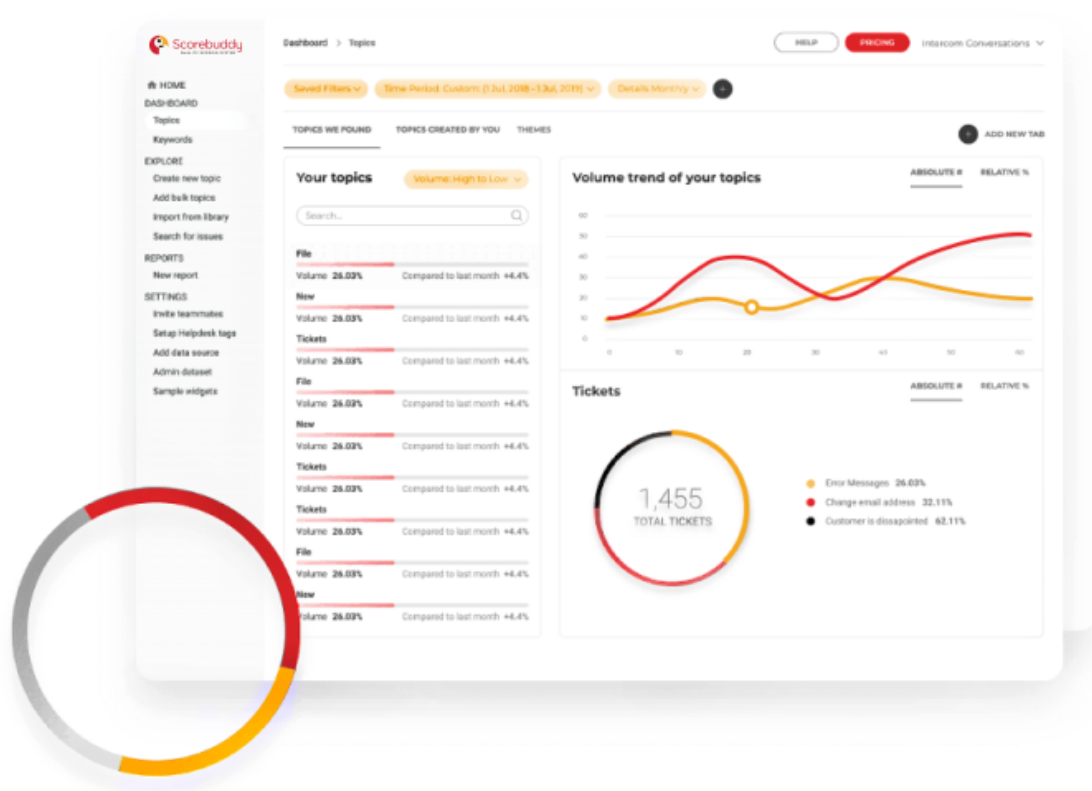
Taking Call Center QA to the Next Level

Scorebuddy is the first QA platform to offer state-of-the-art text analytics integrated with its core contact center QA product and fully featured LMS. Our solutions are designed to replace clunky spreadsheets and static contact center systems for a more advanced and streamlined process that truly optimizes agent performance. And now, with text analytics included, your contact center QA can go to the next level with 100% customer support coverage of EVERY interaction.

Learn more about Scorebuddy CX today.