

Chatpulse

Get To The Heart of Your Conversational Data



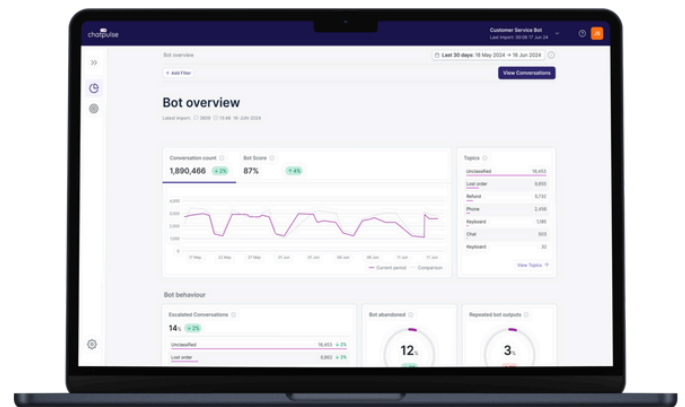
Chatpulse is a breakthrough analytics platform from The CAI Company, built to solve one of the hardest problems in conversational AI: understanding how AI assistants actually perform.

Why is this important? For organisations handling 500k conversations monthly, even a modest 2% improvement in handover rate will save \$600,000 annually (based on \$5 saved for every resolved issue).

The Problem with Current Tools

- Metrics without meaning: “How many” but not “why”
- Manual effort to review conversations
- Not statistically representative: spot checks and samples don't tell you the issue's extent
- Self-assessment bias from platforms grading their own hidden performance
- Reactive, slow optimisation cycles due to back and forth with data/technical teams

If you answer ‘yes’ to any of these questions, then **Chatpulse** is the right tool for you



The Chatpulse Solution

Patented analytics designed by conversational AI experts that combine custom AI algorithms to analyse **every message in every conversation**. Provides quantitative and qualitative insights, surfacing root causes and opportunities in one intuitive interface. No set-up time/costs. Includes a dashboard interface and Chatpulse Copilot to chat with your data.

Key Capabilities

Evaluate & Prioritise

Quickly spot issues and improvements by business impact

Customer-Centric Insights

True “voice of customer”, not just platform metrics

Deep Conversation Analysis

Insights without manual transcript reviews or custom tags

Data-Driven Development

Validate fixes and prove ROI with confidence



Proven Business Benefits

- ✓ Rapid Improvement
- ✓ Maximum ROI
- ✓ Operational Excellence
- ✓ Faster Time to Maximum Value
- ✓ Cost Savings
- ✓ Enhanced Customer Understanding

- Find hidden failures within minutes
- Get the most out of your existing, or new, bot platform
- Free data teams from manual analysis and custom reporting analysis
- Consistent benchmarking to measure improvements
- Continuous monitoring ensures long-term repeatable gains
- Shorten deployment and migration cycles
- Reduce human handovers and misroutes, improve conversion and CSTA
- Full analysis ensures materially relevant insights across the entire dataset
- Voice of the Customer: reveals customer needs and frustration in their own words
- Move beyond survey bias to deliver authentic insights

Enterprise-Grade Security

We handle your data with extreme care and are fully compliant with European and US regulations.

- PII redaction at ingestion
- Dedicated, isolated infrastructure for each customer
- Hosted on Microsoft Azure with MFA
- Scalable, cloud-native design with optional private deployment

Real-World Examples from Chatpulse Customers

31% of shipping queries misrouted to pre-sales:

routing fixed, saving thousands of agent calls/month and reducing the handling time by 3 minutes per call.

9% of voice conversations suffered blank inputs:

fixed, improved detection boosted containment and reduced abandoned calls.

Web UI flaws impacting conversations: linked to poor CSAT identified, and redesigned

Conversation flow errors corrected: recovering abandoned sales.

Why we're the perfect fit

Chatpulse

Chatpulse®, built by conversational AI experts, uncovers insights in unstructured conversational data using advanced AI techniques. It reveals trends missed by traditional reporting tools and works with any platform that exports data in CSV or JSON format.

The CAI Company

The CAI Company® is a UK based company with decades of experience implementing conversational AI. We've worked with some of the biggest brands across the world, in the US, UK and Europe. We are passionate about Conversational AI: it's all we do.

To find out more about Chatpulse please contact us at
info@theCAIcompany.com or scan the QR code

