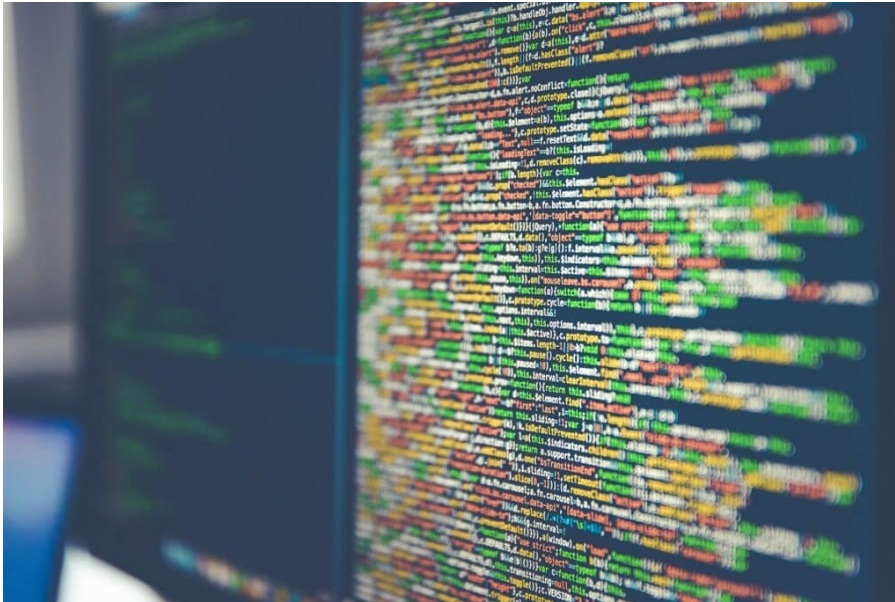


SANDSIV revolutionizes AI in CX with insight narrator launch

August 5, 2024



SANDSIV, a company focused on AI-powered experience management solutions, today announced the launch of Insight Narrator, a groundbreaking new tool that transforms the sandsiv+ Voice of the Customer (VoC) and Voice of the Employee (VoE) platform.

Insight Narrator offers instant feedback summaries and personalized recommendations, empowering managers to make informed decisions quickly and effectively.

Federico Cesconi, CEO of SANDSIV, explains, “At SANDSIV, our goal is to make life easier for our clients by making customer and employee experience management more accessible. Insight Narrator is a testament to our commitment to providing tools that enable organizations to take control of their CX delivery effectively.”

Powered by Cutting-Edge AI

A key component of the sandsiv+ AI suite, Insight Narrator utilizes advanced Large Language Models to analyze individual feedback, identifying specific topics and trends. This delivers rapid decision intelligence, allowing organizations to swiftly respond to customer and employee needs.

“Extracting insights from unstructured data has long been a complex and labor-intensive task for CX teams,” says Karl Warnsing, Product Manager at SANDSIV. “With Insight Narrator, we’re revolutionizing productivity and enabling faster, more empathetic customer resolutions through accessible, actionable information.”

Key Benefits

- **Simplified Data Visualization:** Gain a clear understanding of complex data with narrated summaries of Co-Occurrence and Correlation topics.
- **Actionable Recommendations:** Receive concrete guidance to drive meaningful improvements in your customer experience.
- **SWOT Analysis Support:** Conduct comprehensive SWOT analyses to guide strategic decision-making.
- **Optimized Journey Mapping:** Refine journey maps for improved customer satisfaction and retention.

Security & Availability

SANDSIV's AI models adhere to the highest security standards, ensuring the protection of customer and employee data, available both in the cloud and on-premises.

Get Started Today

Insight Narrator is now available for all sandsiv+ clients, integrating seamlessly with a wide range of CX and VoE software. SANDSIV partners receive this tool at no additional cost. To explore how Insight Narrator can enhance your data insights, contact sales@sandsiv.com for a demonstration or further information.

Roger Nicholas, Director, Customer Experience, Island Analytics & Marketing (Partner of SANDSIV): "The constant innovation that adds value continues to keep me excited. It gives great confidence when promoting sandsiv+."

Jim Davies, SANDSIV Advisory Board Member and Former Gartner VP Analyst: "SANDSIV's consistent delivery of impactful AI solutions demonstrates its dedication to enhancing client experiences. Their advanced use of large language models continues to elevate the value of their offerings."

Prachi Rohira, Everest Group Analyst: "Everest Group recognizes SANDSIV for its innovative application of generative AI to derive actionable insights from complex customer feedback. Their approach sets a benchmark for effectively harnessing AI to understand and respond to customer needs with unprecedented clarity and speed."

Stay tuned for more updates on sandsiv+ AI. Learn more about the latest AI innovations at <https://sandsiv.com/sandsiv-ai/whats-new-ai>.