



Empowering Customer Service with Emotional Intelligence AI

Mirro.ai is an advanced emotional intelligence AI platform designed to enhance customer service interactions by understanding and responding to emotional cues in real-time. Our solution leverages cutting-edge AI technology to provide real-time insights, detect stress, predict customer satisfaction, and analyze archived calls, making it an indispensable tool for businesses aiming to improve their customer service quality and operational efficiency.

Key Features of mirroTriage

- **Emotional Intelligence AI:** Detects emotional cues from voice and text to provide real-time insights.
- **Stress Detection:** Identifies stress levels during calls to prioritize interactions and enhance agent performance.
- **Customer Satisfaction Prediction:** Predicts customer satisfaction scores for each call, enabling proactive measures.
- **Archive Analysis:** Reviews recorded customer calls, marking unhappy customers and specific sections for human review, reducing overall review time.
- **Real-Time Insights:** Offers real-time analysis and insights to improve customer interactions as they happen.
- **Detailed Reporting:** Provides comprehensive analytics and reporting for continuous improvement.

Competitive Advantages

- **Advanced Emotional Detection:** Integrates seamlessly with existing systems, providing both real-time and post-call analysis.
- **Comprehensive Solutions:** Combines emotional intelligence with stress detection and customer satisfaction prediction, offering a holistic approach to customer service improvement.
- **Flexible Integration:** Easily integrates with a wide range of customer service platforms and tools.

Competitive Matrix

COMPANY NAME	FEATURES	STRENGTHS	WEAKNESSES	STARTING PRICE
mirro.ai	Emotional intelligence AI, real-time insights, stress detection, customer satisfaction prediction, archive analysis	Advanced emotional detection, integration with existing systems, real-time and post-call analysis	Newer entrant, may lack brand recognition	\$50 (Basic), \$75 (Standard), \$100 (Premium), Custom (Enterprise)
NICE INCONTACT	Omnichannel routing, AI-guided interactions, quality management, analytics, cloud-based	Comprehensive cloud contact center solution, robust AI features, flexible pricing	Can be expensive, complex configuration	\$71
VERINT SYSTEMS	Interaction analytics, performance management, compliance, customizable solutions	Highly customizable, extensive analytics, strong compliance features	Higher cost, complex solutions may require extensive customization	Custom pricing
CALLMINER	Conversation analytics, sentiment analysis, call scoring, compliance	Advanced analytics, real-time insights, strong focus on sentiment analysis	Customized pricing, may be expensive	Custom pricing
FIVE9	Omnichannel routing, cloud-based, AI tools, quality management	User-friendly, scalable, good customer support, strong omnichannel capabilities	Higher cost for advanced features	\$100
GENESYS	Customer experience management, AI tools, omnichannel support, cloud-based	Strong CX focus, advanced AI features, good scalability	Higher cost, complex pricing structure	\$75
NICE NEXIDIA	Interaction analytics, speech and text analytics, performance scoring, compliance	Advanced interaction analytics, strong compliance and performance management features	Higher cost, may require extensive customization	Custom pricing

Pricing and Licensing

Basic Plan :

- **Price:** \$50 per user per month
- **Features:** Emotional detection, basic analytics, integration with existing systems, real-time and post-call analysis and basic reporting.

Standard Plan

- **Price:** \$75 per user per month
- **Features:** All Basic Plan features plus advanced stress detection, detailed reporting, customer satisfaction prediction, archive call analysis, and integration with more third-party applications.

Premium Plan

- **Price:** \$100 per user per month
- **Features:** All Standard Plan features plus comprehensive analytics, customizable dashboards, AI-guided insights, advanced sentiment analysis, and dedicated customer support.

Enterprise Plan

- **Custom Pricing**
- **Features:** All Premium Plan features plus custom integrations, API access, advanced compliance features, a dedicated account manager, and tailored solutions based on specific business requirements.

Contact Us

- Email: hello@mirro.ai
- Website: www.mirro.ai
- Trial/Demo: mirro.ai/contact-us/