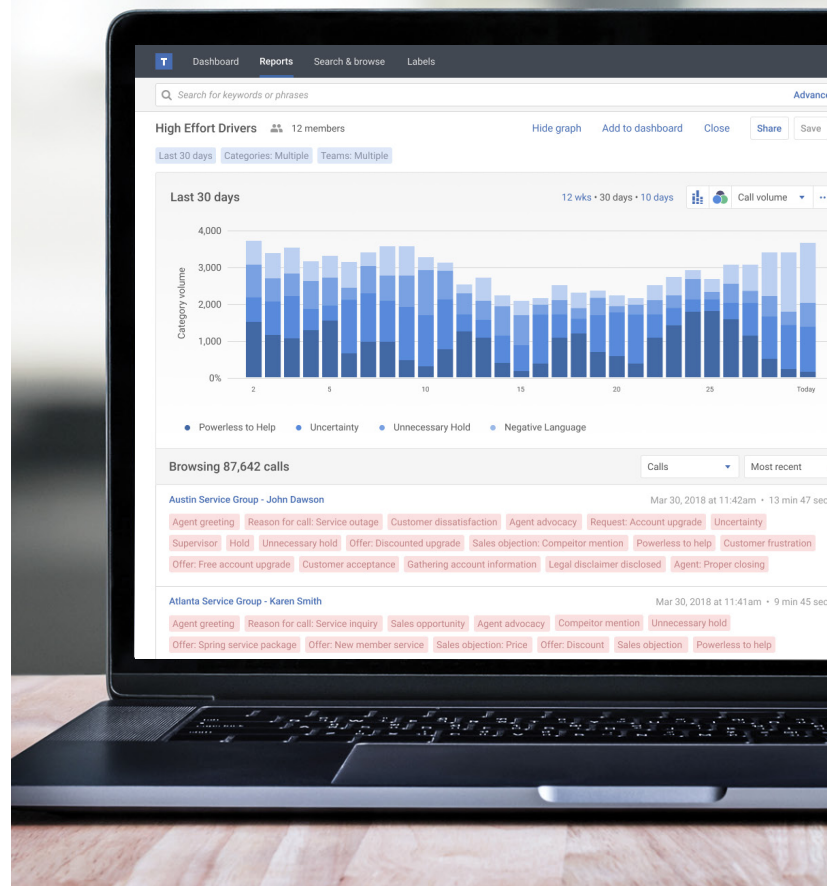**Tethr**® + **DG DEEPGRAM**

Get insights from every customer phone call

Tethr powered by Deepgram enables Enterprises to close the gap between customer expectations and their actual experience with AI-based listening and transcription.

The current state of CX

Despite our industry's best efforts, there continues to be a gap between the true customer experience (CX) and customer expectations. Organizations have traditionally relied on customer analytics solutions that focus on contact center efficiency and agent behavior monitoring. These solutions surface insights that lack context, as they do not take into consideration all touch points of the customer journey, namely valuable phone conversations. Without access to accurate phone conversations or analysis of customer and agent experiences, it is extremely difficult to understand the true state of your CX and improve service.

Listen at scale, effortlessly

With the introduction of artificial intelligence (AI), organizations can now transcribe and analyze all customer and agent conversations effortlessly. Tethr comes out of the box with hundreds of pre-built, research backed insights in addition to a proprietary 200+ variable AI algorithm that allows organizations to pinpoint the best and worst interactions and drive best practices. These insights are made possible by Deepgram's Automatic Speech Recognition (ASR) platform, which utilizes an end-to-end deep learning model to convert audio to text, accurately and reliably.

How it works:
AI-based voice analytics and speech recognition

Tethr

- Implement hundreds of pre-built, research backed CX, services, sales, and research insights

- Score every interaction with a 200+ variable algorithm; Tethr Effort Index (TEI)

Deepgram

- Convert audio into text at scale

- Train AI speech recognition specifically to customer audio

- Train models to achieve 90%+ accuracy
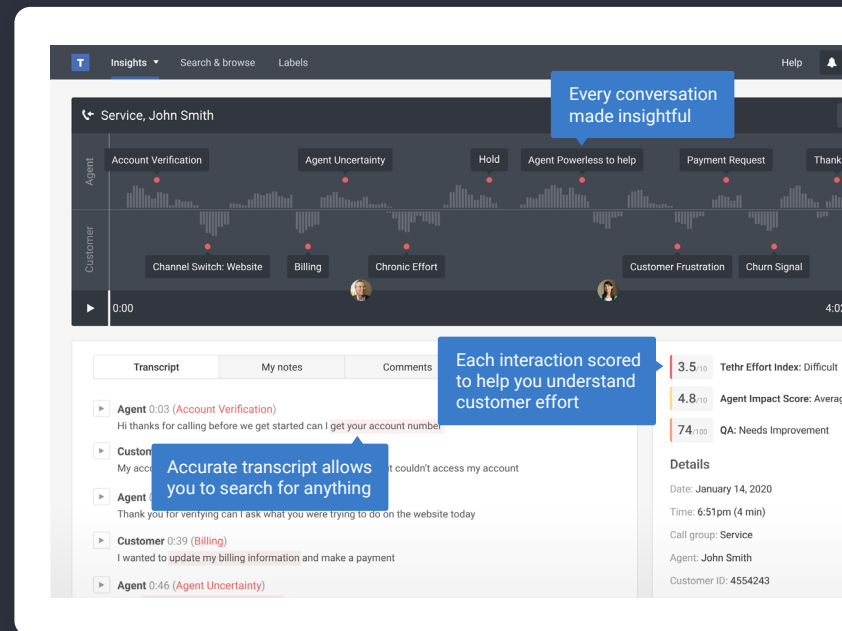
With Tethr and Deepgram, organizations can now mine unstructured interaction data, accurately transcribe all phone conversations and analyze all CX data to gain valuable insights and improve business outcomes in every department within your organization.

Customer experience

Improve CS across the organization with accurate voice data and operational metrics.

Sales & marketing

Increase revenue and optimize marketing spend by identifying actionable opportunities for cross-sell/upsell, churn avoidance and marketing offers.

Product & services

Unlock more precise and actionable intelligence on your product and services.

Customer care

Create happier and more loyal customers with real Voice of the Customer insights that increase speed to resolution and provide coaching opportunities.

How to get started

Actionable insights are only a phone call away. Request a Tethr demo at www.tethr.com/demo or contact Deepgram by visiting www.deepgram.com/contact-us.

About Tethr

Tethr is a cloud-based conversation intelligence platform that combines powerful AI, machine learning and more than a decade of customer experience and sales research to surface contextual insights from phone calls and other customer interactions. For more information, visit tethr.com and follow Tethr on LinkedIn.

About Deepgram

Deepgram is the leader in enterprise automatic speech recognition (ASR) for call centers and software providers. We take the heavy lifting out of noisy, multi-speaker, hard to understand audio transcription, so you can focus on what you do best. To learn more visit deepgram.com, create a free account or contact us to get started.