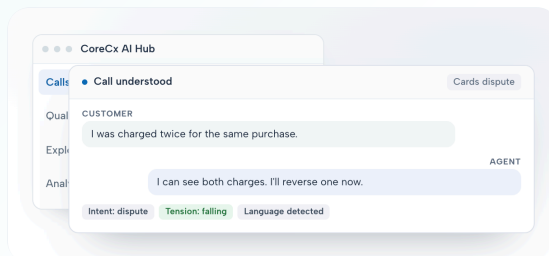




CoreCx AI Hub

Speech analytics, conversation intelligence and autonomous quality management, on-premise or in your own cloud.

Speech analytics on every call: transcribed, measured for sentiment, silence and overtalk, summarised, searched semantically and graded against your QM forms. Run it on-premise or in your own cloud, where models can work fully offline.



✓ Speech analytics on 100% of calls

✓ Keyword and phrase spotting

✓ Auto-QM on your forms

✓ Multilingual

✓ On-premise or your own cloud

1, 2 or 3 nodes

Deployment

Local, ≈15 GB

Models

37

Ingestion rule fields

Multilingual

Languages

What CoreCx AI Hub does for you

Understand every call

Speaker-separated transcripts with word timestamps, language detection, tension scoring and recovered-call flags.

Speaker separation

Language detection

Tension score

Automate quality management

Auto-QM scores every call against your own QM forms, instead of a small sample. Critical misses fail the call automatically, a supervisor confirms every final score, and coaching, disputes and calibration all happen in the same place.

Auto-QM on your own forms

Critical items auto-fail

Supervisor confirms every score

Search by meaning

Semantic search over calls and segments, theme discovery, AI summaries, intent, chapters, silence and overtalk.

Semantic search

Theme discovery

AI summaries

Speech analytics on every call

Sentiment and tension, talk time, silence, overtalk and interruptions, keyword and phrase spotting, and the reasons customers call, measured on 100 percent of calls and trended by agent, team and queue.

Sentiment and tension

Talk, silence and overtalk

Keyword and phrase spotting

Call drivers and trends

Built for every language

A multilingual portal, speech and language models for many languages and accents, and reports on schedule by email and SFTP.

Multilingual models

Mixed-language calls

Scheduled reports

From call to insight, automatically

Every recorded call flows through the same five steps, with no sampling and no manual tagging.

STEP 1

Capture

Calls arrive from iFlux Recorder, from every telephony vendor, sealed under your keys.

STEP 2

Transcribe

Speaker-separated transcripts with word timestamps, in many languages and accents.

STEP 3

Analyse

Sentiment, tension, silence, overtalk, keywords, phrases and the reasons customers call.

STEP 4

Score

Every call graded against your QM forms, with calibration and disputes.

STEP 5

Act

Coaching drafts, worklists and reports by email, SFTP or webhook.

Works with what you run

iFlux Recorder

On-premise or your own cloud speech and language models

Single sign-on

Email, SFTP and webhook delivery

Security, built in

- ✓ Multi-tenant with row-level isolation
- ✓ Granular roles and permissions
- ✓ PII redaction by default, unmasking audited
- ✓ Offline, signed installer with SBOM

Specifications

Deployment	1, 2 or 3 nodes
Models	Local, ≈15 GB
Ingestion rule fields	37
Languages	Multilingual
Deployment model	On-premise, air-gapped or bring your own cloud
Installation	Signed, offline installer

Auto-QM, explained

STEP 1

Build your form

Sections, questions and weights, with critical items marked. Forms are versioned with effective dates, and each queue can have its own.

STEP 2

Choose how each question is answered

A phrase rule, a call metric, an AI judgement or a manual answer. You decide per question.

STEP 3

Every call is scored

After transcription, 100 percent of calls are scored automatically. A missed critical item fails the call, and N/A questions are left out of the score.

STEP 4

A person confirms

Supervisors confirm or override each score. No automatic score becomes final without a person, and blind calibration keeps evaluators aligned.

STEP 5

Coach and improve

Agents see their results and can dispute them. Coaching drafts, worklists and reports show where to act next.

What speech analytics measures on every call

Sentiment and tension

Talk, silence and overtalk

Keyword and phrase spotting

Call drivers and themes

Intent and summaries

Quality scores

Language detection

Recovered calls

Where CoreCx AI Hub makes the difference

Score every call, not a two percent sample

QA teams listen to a sample and miss the calls that matter.

OUTCOME

Full coverage, coaching from evidence.

Conversation intelligence without the audio leaving the building

Speech AI means shipping customer audio to a foreign cloud.

OUTCOME

AI where your data is.

Understand every language your customers speak

English-first analytics mis-transcribe other languages, accents and calls that mix languages.

OUTCOME

Accurate insight in the customer's language.

See CoreCx AI Hub on your own infrastructure.

Book a demo, or ask our product team for the architecture pack and a sizing.

corecx.ai

contact@corecx.ai