XSELL TECHNOLOGIES

KNOW US BY OUR RESULTS

Gain deep insights into your customer conversations, surfacing insights that Improve CX, Drive Revenue Growth, and Boost Operational Efficiency, in real-time

START YOUR HEALTHCARE TRANSFORMATION WITH XSELL

At XSELL, we are transforming the way that organizations interact with their customers. We provide deep insights into the behaviors that drive leading customer experiences — and the real-time coaching capabilities needed to amplify them. **What if every agent could be your very best agent**, every time?

Buried deep in your conversational data are top performer outcomes that artifical intelligence labels as causal strategies. When identified, and applied, consistently? **These causal strategies hold the power to unlock growth for your organization.**

What if every customer — every member — interacted with your very best representative, every time, leading to:

- Improved compliance and adherence
- Integrated systems and data
- Increased speed to proficiency for new agents
- Consistent member experience, with improved NPS data
- Strengthened adherence across internal QA policies and procedures

PROVEN RESULTS

XSELL has **lifted the conversion rate with its healthcare customers by at least 15%** across both Medicare Advantage and Clinical use cases, **resulting in 10x+ ROI**

ADDITIONAL BENEFITS

- Increased speed to proficiency for agents (measured in weeks versus months)
- Machine learning improves over time, driving continuous improvement
- Real-time reporting
- Quantifyable margin increases through bundling of key ancillary products
- Reduced employee attrition and onboarding costs, improved employee experience

HOW DOES XSELL DELIVER REAL RESULTS?

- Providing **guided recommendations** based on industry-specific conversational maps
- Delivering **real-time coaching** for voice, chat and digital interactions
- Supporting **end-to-end interoperability** to across complex integrations
- Driving a **continuous improvement engine** to identify better outcomes and strategies
- Leveraging **reporting, analytics, and decision support** to elevate overall performance

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METRICS THAT MATTER

5 of 6
top Medicare providers

70%
Increase in New Agent Proficiency

10-15%
NPS Improvement

22%
Increase in Conversion Rates

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Schedule a demo

MEET XSELL: THE HEALTHCARE X FACTOR

XSELL Technologies was founded on the belief that the behaviors of the best-performing contact center agents could be **learned, replicated, and amplified to every agent in real-time**, transforming the way that businesses interact with their customers. Today, the XSELL team is partnering with Fortune 50 customers, using patented, AI-powered technology to capture real-time insights, driving measurable improvements in sales results, service metrics, agent engagement, and the overall customer experience.

Through the use of **proprietary algorithms**, XSELL identifies best practices and uses them to revolutionize the delivery of agent assist solutions. Simply put, we empower businesses to identify, understand, and amplify top performers' language and tactics across all contact center agents, allowing more productive and successful engagement with their customers across every interaction — voice, digital, text, or chat.

XSELL's **real-time conversational AI platform** was purpose-built for the contact center and is available to guide every agent, across every customer service interaction. By providing data-driven guidance at crucial decision points, action-oriented analytics, and human-in-the-loop artificial intelligence, XSELL partners with our customers to amplify the impact of every customer and employee experience.

Building employee competence and agent confidence gets your new team members to proficiency faster, while driving job satisfaction and superior performance encourages them to remain in role longer. Everyone wins when you empower every agent to perform like your best agent.

XSELL: Know Us By Our Results