

# Powering Human-Centric CX with AI-Driven EX

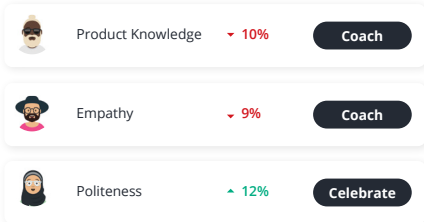
AI is integrated across the Central platform, driving productivity and customer satisfaction by empowering employees with personalized performance experiences, at scale.

## AI for Team Leaders

Save time and increase coaching effectiveness & employee satisfaction.

### Unlock Actionable Performance Insights

Eliminate manual data analysis. Central AI delivers performance insights and next best action coaching recommendations, making continuous, personalized coaching and recognition easy.



### Surface Learning & Sentiment Trends

Instantly uncover and respond to employee trends. Central AI summarizes quiz results and employee feedback, surfacing trends your leaders can act on instantly.



## AI-Powered Learning

Resolve issues faster, improve quality, and increase revenue.

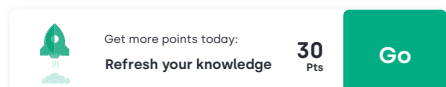
### Scale Content Creation

Effortlessly keep teams proficient. Generate engaging microlearning activities and quizzes in minutes with the power of generative AI.



### Optimize Learning Paths

Personalize learning to improve competencies and knowledge retention. Central AI automatically addresses individual knowledge and performance gaps with AI-driven quizzes.



# AI to Humanize your CX

Central AI is designed to empower, not replace, your frontline workforce. We prioritize principles of transparency, fairness, and accountability to ensure a seamless human-AI collaboration.

## Our Approach and Guiding Principles

1

### Be open and innovative

We are an open platform that builds proprietary models and tests and trains models built by industry leaders (AWS; Azure). We identify the models best fit for every use case to ensure AI is applied safely and effectively for our customers.

2

### Keep humans in the loop

Central AI empowers your frontline by providing intelligent suggestions and automating repetitive tasks, allowing them to focus on higher-level decision making.

3

### Be transparent and reduce bias

We build explainability into our AI applications to minimize risk for our customers. Our processes include measures to identify and mitigate potential bias.

4

### Maintain privacy

Our AI technologies incorporate our privacy principles to safeguard customer data. We do not use Personally Identifiable Information (PII) in our AI services and provide appropriate notice and consent when using AI.

See how leading enterprises empower their frontline teams

[Request a Demo Today!](#)