

AI Contact Explorer (ACE)

Voice and Digital Agentic AI Bot Tuning

Customers don't hate AI — they hate bad experiences. AI Contact Explorer (ACE) audits 100% of your agentic AI voice and digital bot interactions on Amazon Connect Customer. Automatically detect hallucinations, business process failures, customer frustration, and transfers to live agents so your team can fix issues before customers ever feel them.

Beyond traditional bot auditing



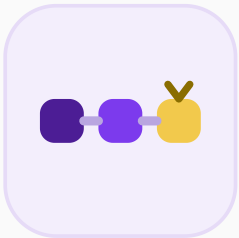
Intent performance

- Monitor critical customer intents in self-service
- Increase containment rates



Response speed

- Find and correct latency in responses
- Fix sluggish responses
- Improve CSAT



Failure points

- Tune problematic turns
- Pinpoint negative experiences
- Reduce transfers from complicated flows



Experience over time

- Improve CSAT by monitoring sentiment.
- Track CSAT across new bot versions



Hallucination detection

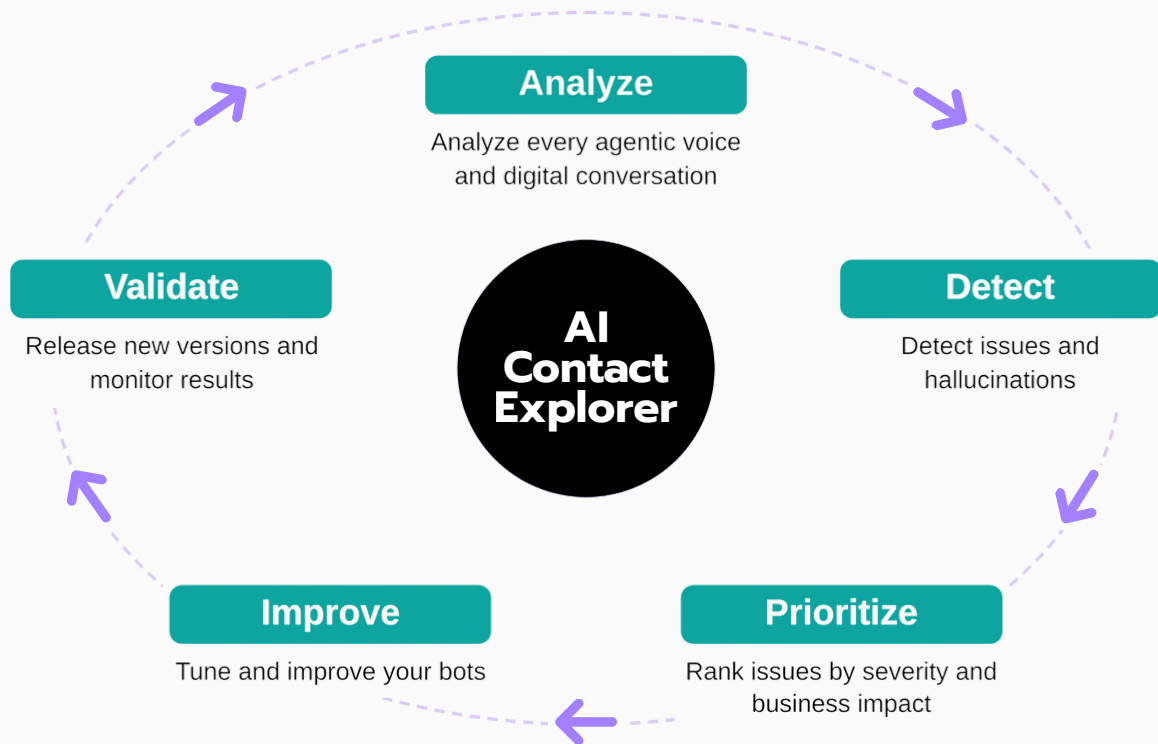
- Monitor 100% of interactions against business rules
- Deploy fixes
- Compare AI model performance



Issue prioritization

- Log issues by severity
- Fix what's driving negative experiences
- Assign issues to business, IT, or USAN's AI experts

How it works



Higher Resolution & containment



Lower escalations & transfers



Fewer hallucinations



Higher CSAT & better outcomes

Getting Started:



Schedule a bot tuning demo with AI Contact Explorer.



Bring your agentic AI bots - already-live bots you want tuned, or a new build you're getting ready to launch.



See ACE analyze actual contacts and surface hallucinations, slow turns, and failed handoffs live.



Start improving your bots today.

GET STARTED TODAY

