

# Supercharge your Dixa setup

Quality Assurance

See all conversations at a glance with real-time queue status and priority indicators.

€29/ £25 / \$29 per agent/month

+ AI Auto QA: €0.05 / £0.04 / \$0.05 per conversation (optional)

Advanced Insights

Make informed decisions, optimize team performance, and elevate your service experience like never before.

€29/ £25 / \$29 per agent/month

AI Voice Transcription

Transcribe your voice-based conversations to make them easily searchable, enable accurate QA, and unlock advanced insights across all your calls.

€0.005 / £0.004 / \$0.005 per minutes

Collaboration User

Collaboration users have access to Analytics and can perform internal, non-customer-facing tasks within Dixa.

€35 / £30 / \$35 per user/month

Single Sign-On (SSO)

Simplify user authentication by adding Single Sign-On (SSO) for all you users.

€6 / £4.5 / \$6 per user/month

Seasonal Agent

Don’t know how many agents you might need in peak season? No problem. Easily add agents to Dixa and receive the charge on your next bill.

Pricing based on plan

## Dixa AI Quality Assurance

Maintain consistent brand standards across all customer interactions – whether via human agents, AI agents, BPOs – and across all text channels. Our QA solution provides a complete view of performance, while Auto QA leverages AI to offer 100% coverage of all conversations to automatically identify issues and coaching opportunities for continuous improvement.

- ✔ Enjoy flexible and advanced QA via unlimited custom scorecards, questions, and labels
- ✔ Perform automatic and granular reviews based on multiple metrics and attributes
- ✔ Track key performance metrics with pre-defined and custom dashboards
- ✔ Utilize calibration and dispute management processes
- ✔ Help agents self-assess performance and keep track of feedback and development tasks in a dedicated workspace
- ✔ Use the public API to export data or connect any system to create reviews

## Advanced Insights

Welcome to the era of value-driven experiences—where every interaction counts. With Advanced Insights, you gain a deeper understanding of your customers’ journey through real-time data and AI-powered analytics. Make informed decisions, optimize team performance, and elevate your service experience like never before.

- ✔ Custom Dashboards
- ✔ AI CSAT Insights
- ✔ Activity Analysis
- ✔ Conversation Analysis

## Fast setup, ready to go

Data Migration

Have some crucial tickets in your backlog that you just can’t part ways with? No worries at all! With Dixa’s Data Migration, we’ll transfer your tickets from your old system straight into your shiny new Dixa instance.

Pricing upon request

Custom Integration

Get help setting up our powerful Custom Cards. All we need from you is a little bit of code, we’ll do the rest. With Custom Cards, you can display information from external sources like your CRM or eCommerce platform in Dixa, so your agents have everything they need without having to switch systems.

Pricing based on plan

Onboarding & Implementation

Get up and running quickly with Dixa. Our specialized onboarding team will guide you through every step, ensuring a smooth setup and providing tailored advice to match your needs. We’ll help you get started efficiently so you can focus on delivering great customer experiences.

Pricing upon request

## Included in all plans

Uptime Guarantee

With a guaranteed uptime SLA of 99.9%, never worry about lapses in service affecting your customers.

Dixa Academy

Get rid of headache-inducing workflows and see the difference a happier, more productive team can make.

Data & File Storage

Use as much, or as little, space as you need. No hidden storage fees or limits.