



ENGAGE AI

**Unlock call center  
potential with the  
power of Engage AI**

## 1. Platform and device compatibility

- Q** **Is Engage AI for call centers only?** **A** No. While Engage AI is popular in call centers, it's also ideal for any professional who talks to customers by phone – such as financial advisors, sales teams, or support staff.
- Q** **Will Engage AI work across different cultures, languages, and dialects?** **A** Yes. Engage AI's tone analysis model has been rigorously tested across a wide range of languages and accents, ensuring reliable performance in most cultural contexts. Engage AI's speech-to-text model works across most languages. If you'd like details about a specific language or region, just contact us.
- Q** **Which headsets are compatible with Engage AI?** **A** Engage AI works with any Jabra headset – not just the Engage series. While optimized for Jabra devices, we also support other headset brands but some might require custom integration.
- Q** **Can ClearSpeech be offered as a separate module?** **A** ClearSpeech is not available on its own. It's included exclusively as part of the Engage AI package.
- Q** **I'm only interested in tone analysis, not transcription. What are my options?** **A** No problem. Engage AI comes in two plans: Core and Compete. If you want just tone insights and don't need speech-to-text, the Core plan is the one for you. It gives you both real-time and post-call tone analysis without transcribing calls.

## 2. Deployment, Storage, and Security

- Q** **How do I deploy Engage AI?** **A** Engage AI software runs in the cloud and is managed by Jabra. To get started, you simply install a lightweight app on each user's device which can be easily managed using an MSI package.
- Q** **Can all data, including call analysis, be stored on premises?** **A** Engage AI is primarily cloud-based. Some on-premises storage options may be available. Contact our support team to explore what's possible.
- Q** **Where is call data captured and stored?** **A** Call data is captured locally while the call is happening and securely stored in compliance with data protection regulations. By default, data can be stored in either Microsoft Azure data centers in the Netherlands or Deutsche Telekom's Open Telekom Cloud in Germany. If you prefer, you can store the data in your own cloud environment instead.

## 3. Integrations and APIs

- Q** **Can Engage AI data integrate with my existing systems?** **A** Yes. While Engage AI includes rich built-in reporting, it also provides a simple API that allows you to export data for use in your own BI or analytics tools. Contact our support team for access and documentation.

**Q** Are there existing plugins or connectors for CRM and other platforms?

**A** We offer ready-to-use connectors for many popular platforms. If you need something custom, our API makes it easy to build your own integration.

## 4. Product Details and documentation

**Q** What's the difference between speech-to-text and tone-based technology in Engage AI?

**A** Speech-to-text captures what was said and is valuable for automation, analytics, and customer insights. Tone analysis focuses on *how* things are said - providing real-time insights into energy, sentiment, and engagement, even across languages.

**Q** Why is Engage AI a helpful tool for call center agents?

**A** Engage AI boosts agent motivation by recognizing standout performance in real time – especially valuable for remote work. It also nudges agents when tone dips - such as after lunch - helping them re-engage. Plus, real-time avatars visually reflect conversational tone, so agents gain instant feedback, helping them connect better with customers.

## 5. Functionality and User Experience

**Q** Does Engage AI record calls?

**A** No. Engage AI does not record calls. It analyzes and transcribes them in real time but does not store the call transcriptions. It only stores call summaries, call reasons, call topics, and other key information.

**Q** What real-time prompts do agents get?

**A** Agents get helpful nudges about things like speaking too fast or slow, long pauses, interruptions, energy levels, or sounding monotone.

**Q** What notifications can supervisors get?

**A** Supervisors are notified about patterns in agent performance, call quality issues, audio problems (like background noise), and when coaching might be helpful. These can be based on live calls or trends over time.

