

About i2x - long (en)

i2x is an innovative, AI-based platform for communication analysis and coaching. The software analyzes and transcribes complex conversations in several languages in real-time (less than 0,5 seconds). Users receive live feedback and assistance to help optimize their sales and service conversations. The system uses speech recognition technology powered by artificial intelligence that captures emotions as well as the content of a conversation. Moreover, i2x generates AI-based, individually tailored feedback and training sessions for its users. i2x is the first speech recognition and training technology of its kind in the world. The solution can be used in all industries and is currently used mainly in telecommunications, retail, finance and insurance, but also in the medical and pharmaceutical branches.

Employees and freelancers also use machine learning driven speech recognition to transcribe phone calls and have voices, intentions, emotions and other conversational patterns evaluated.

i2x helps sales and service agents improve their conversion rates, increase customer satisfaction and reduce training time. By utilizing customized training opportunities, companies increase their revenue and boost the motivation of employees in the sales and service departments.

i2x has received several recognitions, including the CCW Future Camp Award as well as the CCV Quality Award for the “Best IT Innovation” of the German Call Centers Federation. The Founders Festival (Bits & Pretzels) has also honored i2x with the award for the “Best Solution for Service & Intelligence”. The German Federal Ministry for Economic Affairs and Energy has selected i2x as the “Digital Startup of the Year”. Red Herring has named the Berlin-based company as one of the top 100 tech startups in Europe.

i2x is based in Berlin and currently employs 60 people. Its founder and managing director is Michael Brehm. The former managing director of studiVZ has already successfully built and developed several companies, both as an investor and as a tech entrepreneur. Michael Brehm is also a co-founder of Redstone, Europe’s leading VC-as-a-service-platform. Redstone advises companies and institutional investors along the entire VC value chain, with the support of its AI-driven platform.

More info on www.i2x.ai