Bring the power of Speech Analytics to your small contact center with Eureka Essentials.

CallMiner recognizes that small contact centers have the same needs as large ones when it comes to performance management, but have less resources to act on those needs. As a result, we have tailored Eureka Essentials specifically to contact centers with 50 agents and less.

Targeted to your needs—

Eureka Essentials addresses your most pressing issues, including increased compliance and risk mitigation.

Cloud Based –

Reduce the burden on your limited IT resources.
All hardware, systems, and infrastructure are managed by CallMiner

myEureka portals included –

Deliver performance feedback directly to your managers, supervisors, and agents, without requiring manual analysis or intervention.