



CallTrackingMetrics Named a Champion in the 2023 Conversation Intelligence Emotional Footprint Report



SoftwareReviews, a leading source for insights on the software provider landscape, has published its **2023 Conversation Intelligence Emotional Footprint**, naming CallTrackingMetrics an official Champion. SoftwareReviews collects extensive customer experience data from business and IT professionals, in order to produce detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

Here we showcase some of the top accolades' customers have given CallTrackingMetrics.

96%

SAY THEY **LOVE** USING CALLTRACKINGMETRICS

92%

SAY CALLTRACKINGMETRICS IS **CRITICAL** TO THEIR SUCCESS

97%

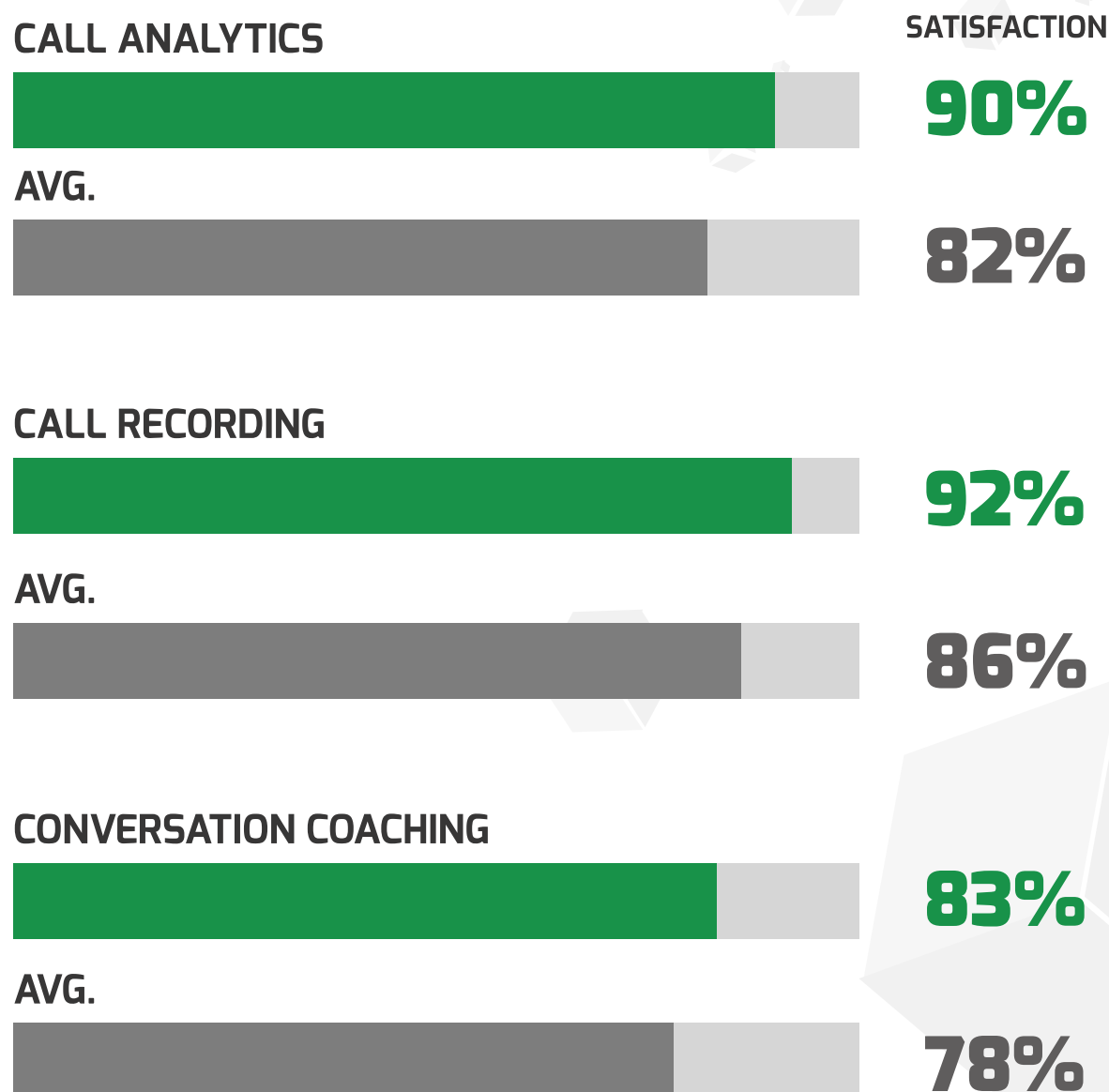
ARE PLANNING TO **RENEW** THEIR LICENSE

8.8/10

CX SCORE

Product Features

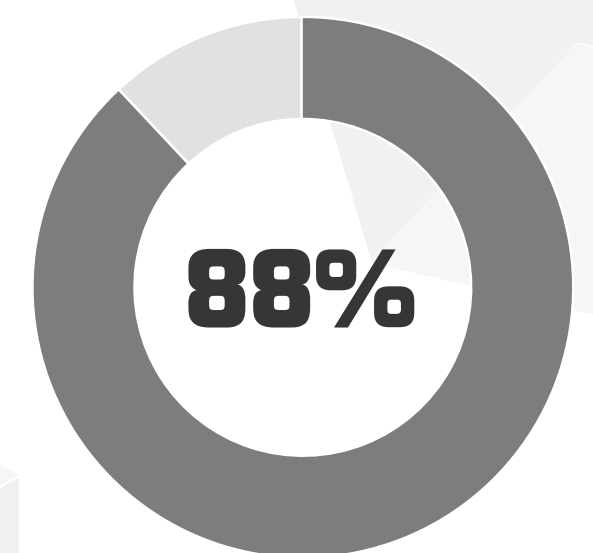
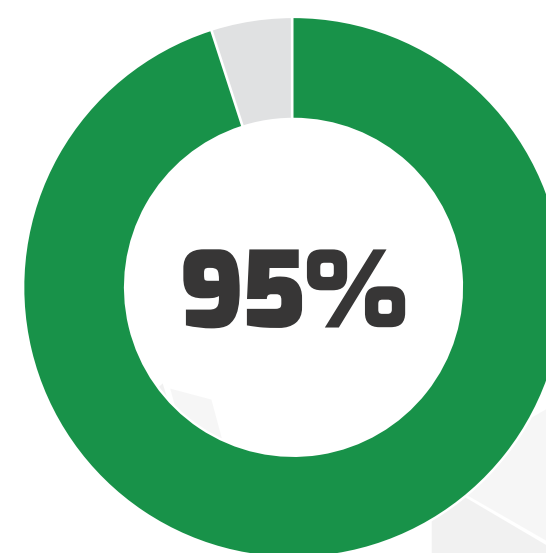
When customers were asked to evaluate their experience with key Conversation Intelligence features, CallTrackingMetrics achieved outstanding feedback.



Customer Experience

Software is no longer just about a tool; it is also about the people who support it. Good support from your vendor is critical to ensure users get the most out of the software.

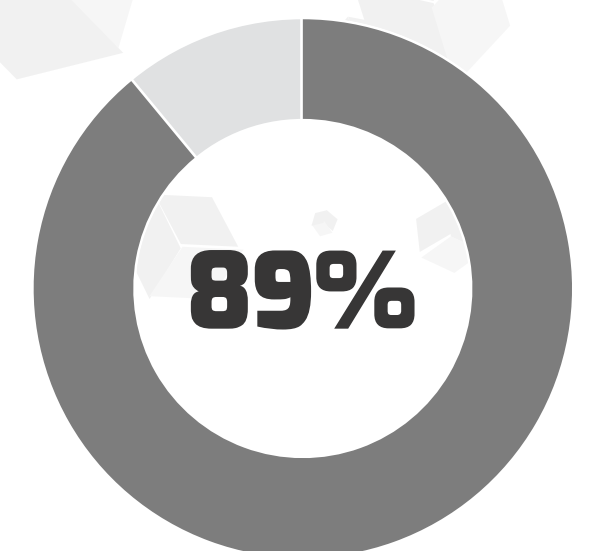
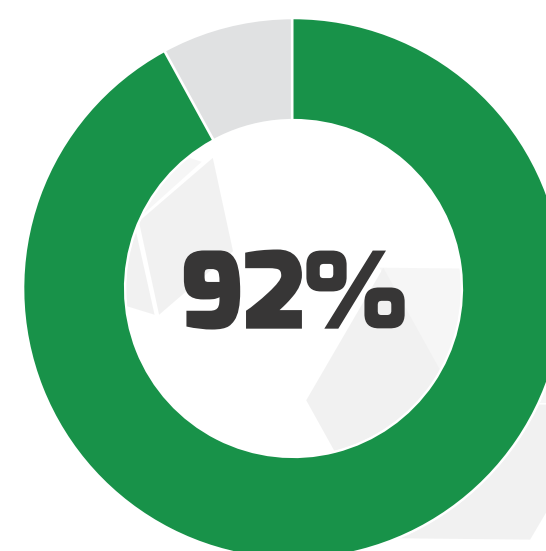
Client-Friendly Policies VS. Category Average



Efficient

VS.

Category Average



A Division of Info-Tech Research Group

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About SoftwareReviews: SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.