

Echo

AI that analyzes customer data, identifies what's critical, and acts *instantly*

The Leadership Challenge: *Precision at Scale*

With signals buried in support tickets, call notes, and forgotten email threads, it's difficult to catch all indicators that affect revenue. Not because your team doesn't care, but because there's no way to connect the dots at scale, and in time. That's where Echo comes in.

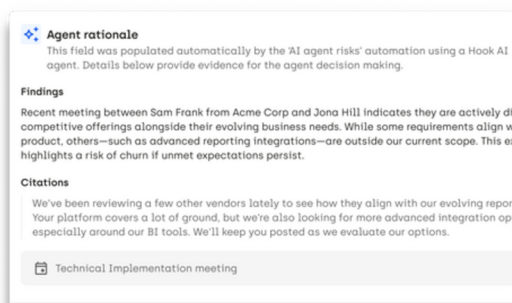
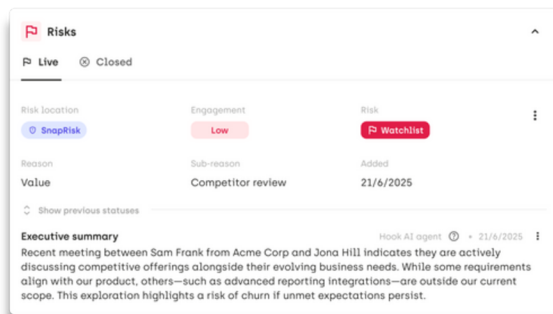
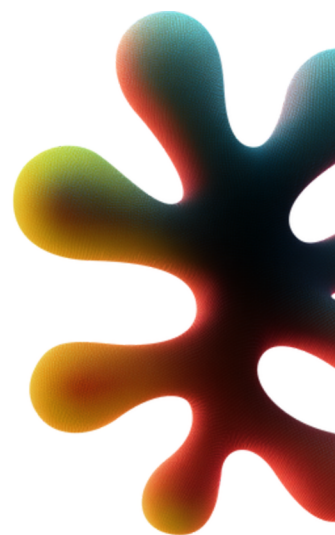
It listens across every customer interaction and turns unstructured conversations into actionable, AI-driven insights so you can surface risk long before it ever hits your health score or your forecast.

Echo Is the Missing Layer in Precision Forecasting

Echo gives you an impactful and actionable view of customer health by making sense – at scale – of unstructured human signals. Using AI, Echo analyzes:

- 🗣️ Meeting transcripts
- ✉️ Email data
- 🎫 Support tickets

It picks up on patterns such as sentiment shifts, behavior flags, technical friction, and subtle concerns, to detect risk even when your team hasn't, and then takes action for you.



CASE STUDY

With customers already using Echo, they saw:

1 Month

🔍 Echo spotted the same risks that a CSMs would, but an average of 1 month earlier leaving more time for the team to turn the account around. Before Echo, those risks often only surfaced after the customer had already disengaged when it was too late to recover.

\$Ms Saved in ARR

💰 Echo surfaced over 900 new, previously unflagged risks e.g. exposing over \$25M in at-risk ARR that could now be saved. These risks weren't invisible—they were just buried in scattered signals no one had time to piece together manually.

EFFORTLESS

Echo runs on the data you already have so setup is effortless. No new tools to train on. Just instant visibility into what's going wrong, and why.

POWERFUL

Echo picks up on friction, sentiment, and subtle shifts even if your team isn't able to catch them.

NEXT-LEVEL

Echo goes beyond usual LLMs to not only generate actions for your team, but to also take those actions (e.g. via email, Slack, meeting scheduling etc)