

— A ONE-SHEET FOR CX & INSIGHTS AGENCIES

# Conveo for CX & insights.

Always-on qualitative, finally feasible.

Insight communities, journey programmes and VoC are built on continuous listening, but most of the listening still happens in surveys. Conveo lets you run **continuous, video-based qual** alongside your survey programme, so every CX signal has the why attached, not just the score.

## Why agencies choose Conveo

- 01 Always-on qual** — Run weekly or monthly waves on the same panel. The library compounds, the cost doesn't.
- 02 Journey-level depth** — In-the-moment, mission-based interviews. Capture the customer where the experience actually happens.
- 03 VoC plus emotion** — Add video-based emotion and behaviour signals to your NPS or CSAT verbatims. The number becomes a story.
- 04 Personas that update themselves** — AI Personas built from real interviews, refreshed wave on wave as your customer base changes.
- 05 One platform across markets** — 48 languages, 8+ panels, multilingual transcripts and analysis. Same programme, different countries.

## CX programmes Conveo powers

Customer journey mapping

VoC qual layer

Detractor & promoter deep-dives

Service-blueprint research

Onboarding & first-90-days study

Loyalty driver diagnostic

Multi-market CX programme

Diary & longitudinal panels

Use Conveo alongside your existing CX platform, panel and survey programme. *Ask your Conveo contact if you want to have a look.*

## What makes Conveo fit CX work



01

### Longitudinal projects

Re-engage the same participants over weeks or months. Watch attitudes and behaviour move in real time.



02

### AI Personas

Auto-built personas with photos, quotes and source-clip evidence. Refresh them every quarter, not every five years.



03

### Talk to Your Data

Chat across your entire programme. Quotes, themes, and evidence in plain English, with strong guardrails on synthesis.



04

### Multi-modal video

Combine what they said with what they did, what they showed, and what they reacted to. Emotion, brand, behaviour.



05

### 48 languages, 8+ panels

Run the same programme globally, in local languages, on the right panel for each market.



06

### Quote reels for stakeholders

Captioned video clips for client steerco's, ops huddles, and executive reads. Public sharing links, no login required.

## Compliance & security

|                       |                   |                |                      |
|-----------------------|-------------------|----------------|----------------------|
| SOC 2 Type II         | ● Certified       | ISO 27001      | ● Certified          |
| HIPAA                 | ● Compliant       | ISO 42000      | ● Lol signed         |
| GDPR                  | ● Fully compliant | Data residency | Global / custom      |
| Training on your data | ● Never           | Access control | RBAC + study fencing |

TALK TO US

## Turn your CX programme into a conversation.

Pilot Conveo as the qual engine for your next VoC, journey or community programme.

Get in touch →

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