

The first real call
should not be the first call.



Conversation Mastery

CONTACT CENTERS & CUSTOMER CARE

Loyalty is kept, or lost, in a few minutes on the phone.
Great service is not improvised. It is practiced.

BETTER CONVERSATIONS. MEASURABLE PROGRESS.

CENTRO STUDI LOGOS · RESEARCH BRIEF

+60%

Improvement in communication performance
after one week of practice (on average 3 sessions
per week)

| 10–15 **Minutes**
per session

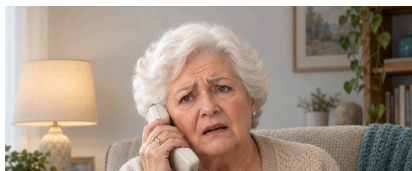
Your contact center. Your standards. Your real conversations.

Realistic AI customers · Personalized feedback · Progress you can track



READY BEFORE THE FIRST CALL

New agents rehearse billing disputes, outages, and cancellations with AI customers before they take a live call.



YOUR STANDARDS, EVERY SITE

Scenarios built from your offers, procedures, and call recordings. Targeted feedback keeps in-house and outsourced teams aligned.



EVERY CUSTOMER, THEIR LANGUAGE

Practice in 40+ languages with virtual customers of different ages, moods, and cultures. Adapt your approach to each caller.

START WITH YOUR TOUGHEST CALLS

Choose one team. Share 10 calls that went well and 10 that did not. Let your agents practice, measure progress, and scale what works.

ONLINE, ON SITE, OR IN IMMERSIVE ROOMS · MORE THAN 40 LANGUAGES

