

Hexaware

Smart Sentiment

AI- Powered Real-Time Sentiment Detection Across All Interactions.

Understand Customer Emotion at Scale

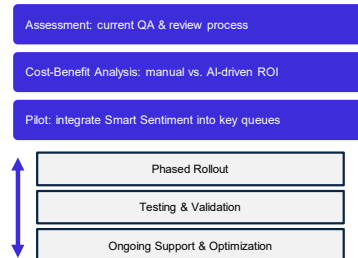
Smart Sentiment Analysis is an intelligent analytics solution that helps contact-center leaders, supervisors, and QA teams understand customer emotions and interaction quality at scale. The platform analyzes customer interactions and automatically classifies sentiment, giving clear visibility into CX trends, agent performance, and service quality without manual effort.

Hexaware helps organizations implement and scale Smart Sentiment through a structured rollout, delivering faster deployment and measurable CX improvement.

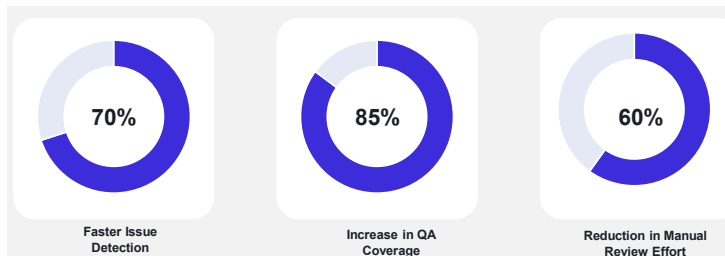
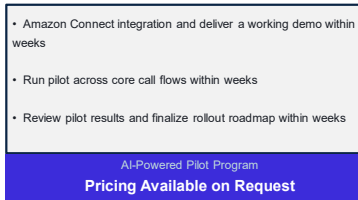
Why Move from Manual Review to Smart Sentiment?

ELIMINATE	• Manual call sampling & spot checks • Time-consuming manual review • Inconsistent QA scoring
BOOST	• Automated sentiment classification of every interaction • Centralized dashboard for sentiment visibility • Agent & interaction-level sentiment insights

Move Fast with a Guided Rollout



Next Steps? — Join Our Pilot Program



To kick-start your app-based calling journey, please contact your Hexaware representative.

Learn more at <https://www.hexaware.com>

© 2026 [Hexaware Technologies Limited]. All rights reserved