The Authenticx Difference

Authenticx®

Our AI is built on healthcare.
We prioritize a deep contextual understanding of clinical language.

Our AI is real-time.
We provide context-aware, personalized coaching in the moment.

We get to the root.
Our Eddy Effect™ flags repeat calls, disruption, & systemic barriers.

Storytelling is a priority.
Our Montage Builder stitches patient audio to humanize insights.

Our AI coaches and evaluates your team.
Cuts QA workload while providing custom feedback to agents.

CCas

Their AI is generalized
for many industries, with less focus on healthcare.

Their AI is scripted.
Which is great for the movies, but not for interaction.

They let the tension grow.
Heavy customization is required to flag friction.

Storytelling is a struggle.
They lack a dedicated qualitative storytelling tool.

Evaluation tools are surface-level.
Generic performance auto-scoring & dashboards.

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OBSERVE·AI

We offer healthcare–specific risk detection.
We detect safety events, HIPAA issues, adverse events, and more.

Their risk detection IGNORES
safety & adverse events.

We offer a Montage Builder tool
to stitch real patient voice into shareable stories.

NO montage or storytelling tools.

Built from Day 1 for your industry.
With priority on regulatory alignment & friction detection.

Not built for healthcare.
Generic compliance & QA tooling.

Our AI Models are trained on
real patient-provider healthcare conversations.

Their AI Models are generalized.
LLMs and NLU geared for sales/service analysis.

We offer TURN–KEY implementation.
Pre-built for healthcare use cases; NO dev-lift required.

Say hello to a workload.
Requires API integration & setup across modules.

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Our AI is built on healthcare.
We prioritize a deep contextual understanding of clinical language.

Our AI is human-centered.
Proprietary AI trained only on real healthcare conversations.

Our compliance monitoring is observant.
We use context-aware detection to identify compliance issues.

Storytelling is a priority.
Our Montage Builder stitches patient audio to humanize insights.

Agent Assist is both intelligent & informed.
KBo for Agents is contextualized by full patient history in real time.

Calabrio

Their AI is generalized
for many industries, with less focus on healthcare.

Their AI lacks humanity.
Their AI is trained on machine learning and trends.

Their compliance monitoring is not.
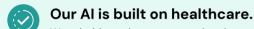They use generic keyword scans to identify issues.

Storytelling is a struggle.
They lack a dedicated qualitative storytelling tool.

Agent Assist is not advanced.
Their AI lacks personalized assist on patient history.

The Authenticx Difference

Authenticx®

Our AI is built on healthcare.
We prioritize a deep contextual understanding of clinical language.

Agent Assist is both intelligent & informed.
KBo for Agents is contextualized by full patient history in real time.

We can carry a conversation.
~99 languages supported, with dialect identification features.

Storytelling is a priority.
Our Montage Builder stitches patient audio to humanize insights.

We get to the root.
Our Eddy Effect™ flags repeat calls, disruption, & systemic barriers.

VERINT®

Their AI is generalized
for many industries, with less focus on healthcare.

Agent Assist is not advanced.
Their AI lacks personalized assist on patient history.

They don't know the half of it.
Only ~50 languages supported.

Storytelling is a struggle.
They lack a dedicated qualitative storytelling tool.

They let the tension grow.
Heavy customization is required to flag friction.