



Role	Conversation Intelligence Analyst
Team	Customer Success
Reports to	Director of Customer Success
Line Manages	N/a

About the Role

As a Conversation Intelligence Analyst at EvaluAgent, you'll turn customer conversations into actionable insights that help our clients and partners improve performance, transform operations, and deliver better customer experiences.

Reporting to the CS Director, you'll be part of a specialist team working with some of evaluagent's largest and most strategic clients who use our technology to drive transformation projects.

You'll use evaluagent's Conversation Intelligence and analytics tools to uncover trends, identify root causes, and translate data into stories that demonstrate measurable business value. Your work will directly contribute to client success and the development of case studies and playbooks that showcase EvaluAgent's impact.

This is an ideal role for someone who's got passion for the call centre world, is naturally analytical, commercially curious, and motivated by seeing their insights shape real-world change across large customer experience operations.

What You'll Do

Analyse & Interpret Customer Interactions

- Use EvaluAgent's Conversation Intelligence platform to analyse large datasets of customer interactions.
- Identify key trends, behaviours, and performance drivers across voice and digital channels.
- Translate analytical findings into meaningful insights - highlighting operational bottlenecks, customer sentiment patterns, and coaching opportunities.
- Take a repeatable, scalable approach to developing insights reporting through tools eg PowerBI.

Deliver Insight to Clients & Partners

- Support strategic accounts and consulting partners by providing data-driven analysis for transformation projects and improvement initiatives.
- Build and deliver reports, dashboards, and presentations that showcase actionable outcomes.
- Work collaboratively with Customer Success Managers, CX Consultants, and partner analysts to embed EvaluAgent insights into broader business strategies.

Support Business Growth & Storytelling

- Contribute to case studies, ROI reports, and best-practice playbooks that demonstrate the business value of EvaluAgent's technology.
- Participate in strategic sales and renewal conversations, presenting data insights that help secure and expand key accounts.
- Provide analytical input into partner enablement - helping CX consultancies and BPOs showcase the impact of EvaluAgent within their client engagements.

Develop & Evolve Analytical Excellence

- Continuously refine analytical methodologies and storytelling approaches to improve the clarity and impact of insights.
- Work with Product and Data teams to influence feature development and data visualisation enhancements.
- Stay current on emerging CX, AI, and analytics trends - bringing new thinking into how EvaluAgent delivers value through conversation data.

Internal knowledge sharing and upskilling

- You'll work alongside our CSMs in supporting customers so a key part of this role will be training and upskilling our CS team in the world of CI, the practices you are using and the stories and results on the back of this.

About You

- 3–5 years' experience in data analysis, CX/ speech analytics, or performance insight, ideally in SaaS, BPO, or consulting environments.
- Strong analytical and storytelling skills - able to move from data exploration to clear business recommendations.
- Familiarity with contact centre operations, quality assurance, or customer experience metrics.

- Proficiency with Excel, BI tools (e.g., Power BI, Looker, Tableau), or analytics platforms.
- Comfortable working with large datasets and interpreting trends from structured and unstructured data (voice, text, sentiment).
- Excellent communicator – able to translate data into compelling, client-ready narratives.
- Collaborative, detail-oriented, and motivated by making a measurable difference for clients.

A bonus:

- Has worked with GenAI metric insights
- Has worked with predictive models

Core Metrics:

- Quality and impact of analytical outputs (accuracy, clarity, client adoption)
 - Contribution to client success and case study creation
 - Timeliness and value of insights delivered to strategic accounts
 - Measurable business outcomes linked to analysis (e.g., revenue growth, CX improvement, cost reduction)
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Why This Role Matters

Your insights will be at the heart of how EvaluAgent and its partners prove – and improve – the value of customer conversations. By turning data into stories that drive transformation, you'll help our clients achieve measurable business results and strengthen evaluagent's reputation as a leader in conversation intelligence.