



Role	Director of Insights & CX Alliances
Team	Customer Success
Reports to	Director of Customer Success
Line Manages	Analysts Team

About the Role

As our Director of Insights & CX Alliances, you'll sit at the intersection of partnerships, customer success, and analytics - helping our clients and our partners unlock business transformation through conversation intelligence.

Reporting to the Director of Customer Success, you'll lead a small team of Analysts within EvaluAgent who apply our Conversation Intelligence module to strategic customer accounts - generating insights, building success stories, and developing playbooks that drive new business and strengthen our position as a trusted CX transformation partner. You'll also be expected to roll-up your sleeves to deliver insights for some of our strategic accounts.

Supporting our wider partnership ambitions, you'll also build and manage alliances with CX consultancies and Business Process Outsourcers (BPOs) to leverage EvaluAgent's technology to analyse customer interactions, identify improvement opportunities, and deliver measurable transformation for their clients.

This is a strategic and hands-on role that blends commercial partnership-building with applied data-led insight. You'll represent the voice of analytical excellence within our client base and our rapidly growing partnership ecosystem and directly influence how EvaluAgent scales its market presence through client growth and CX alliances.

What You'll Do

Lead Applied Conversation Intelligence

- Manage and mentor a small internal team of Conversation Intelligence Analysts who apply EvaluAgent's modules to analyse large, complex datasets across our biggest customer accounts.

- Oversee the development of data-driven insights, reports, and recommendations that identify customer experience and operational improvement opportunities.
- Partner with Customer Success and Product teams to ensure findings translate into measurable outcomes and continuous platform innovation.

Build CX & BPO Alliances

- Identify, engage, and manage relationships with CX consulting firms and BPOs who can use EvaluAgent's technology to deliver value-added analytics, transformation, and performance improvement services to their clients.
- Develop and negotiate partnership frameworks that define joint propositions, commercial terms, and go-to-market models.
- Work with the Marketing and Alliances teams to co-develop case studies, playbooks, and thought leadership content that demonstrate the value of EvaluAgent-driven insight.

Support Strategic Sales & Success

- Collaborate with Sales and Customer Success teams to provide analytical expertise during strategic pitches, renewals, and expansion opportunities.
- Contribute to customer storytelling by building reference cases and insight libraries that demonstrate ROI and transformation outcomes.
- Act as a subject matter expert in client and partner engagements - helping shape how EvaluAgent's Conversation Intelligence is positioned and adopted.

Enable Ecosystem Growth

- Work closely with the VP of Tech Alliances to align CX consultancy and BPO partnerships with broader technology alliances and OEM opportunities.
- Create repeatable consulting enablement materials (methodologies, data frameworks, integration guides) to make it easier for partners to embed EvaluAgent into their own service models.
- Contribute to EvaluAgent's brand presence at industry events, partner summits, and CX transformation forums.

About You

- 8+ years in a CX analytics, consulting, or customer success leadership role - ideally within SaaS, BPO, or consulting environments.

- Proven track record of building strategic alliances with consultancies or outsourcing partners.
 - Deep understanding of contact centre operations, CX analytics, and data-driven transformation.
 - Strong commercial and analytical acumen – comfortable moving between client data reviews, executive presentations, and partner negotiations.
 - Excellent communicator and storyteller who can simplify complex analytical outcomes into business impact narratives.
 - Experience managing small, high-impact analytical teams.
 - Comfortable in a fast-paced, scaling environment where structure is evolving and initiative is essential.
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Reporting & Metrics

Reports to: CS Director

Direct Reports: 1-2 Conversation Intelligence Analysts

Core Metrics:

- Number and performance of CX consultancy and BPO alliances
 - Partner-sourced pipeline and revenue impact
 - Volume and quality of analytical outputs and case studies generated
 - Contribution to EvaluAgent's brand visibility and differentiation through data-driven insight
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Why This Role Matters

This role connects EvaluAgent's technology to its most transformative use cases – helping partners and clients turn customer conversations into actionable intelligence. By combining analytics leadership with alliance-building, you'll enable EvaluAgent to expand its ecosystem, deepen its value to enterprise clients, and accelerate its growth through insight-led partnerships