



Role	Product Manager (Conversation Intelligence & Reporting)
Team	Product
Reports to	Head of Product
Line Manages	N/a

Background

At evaluagent, we're redefining how contact centres unlock the value of every customer conversation. Our platform transforms unstructured conversational data into actionable insights that improve performance, enhance customer experience, and empower every agent to grow.

Now, as AI transforms the way contact centres operate, we're seeking a Product Manager – Conversation Intelligence & Reporting to take our analytics and reporting experiences to the next level.

You'll own the roadmap for deriving and visualising new, actionable insights powered by advanced analytics and conversational data; helping clients tap into the goldmine of conversations.

About the Role

As Product Manager for Conversation Intelligence & Reporting, you'll lead the vision, strategy, and delivery of evaluagent's next generation of analytics, insight, and reporting capabilities.

You'll own the defining what data we generate, and how that data is distributed, used, and understood across the enterprise.

You'll collaborate closely with engineers and product leaders to build zero-to-one analytics and reporting-heavy features that redefine how our customers interact with and act on their conversation data.

You'll work hands-on to design mock-ups and prototypes using tools such as Lovable and Replit to communicate ideas, validate concepts, and shape the user experience.

The role will appeal to a product manager who's as excited by LLMs performance and data flow as by the final dashboard. You'll think deeply about how conversational data can be exported, integrated, and shared through evolving technologies such as Model Context Protocol (MCP) and Agent-to-Agent (A2A).



You'll prioritise the roadmap, balancing quick wins with long-term investment in analytics, visualisation, and conversation intelligence innovation.

You'll act as the bridge between engineering, product strategy, and client needs to ensure evaluagent continues to lead in turning conversation data into meaningful, accessible intelligence.

Key Responsibilities

Analytics & Reporting Vision

- Own the end-to-end analytics lifecycle — from data generation and model evaluation to reporting, exporting, and insight delivery.
- Define how data is structured, surfaced, and understood across evaluagent products to deliver measurable customer value.
- Prioritise the roadmap for analytics and reporting, balancing quick wins with long-term innovation.
- Translate complex conversational and performance data into clear, actionable insights for different user groups across the enterprise.

Collaboration & Execution

- Partner with engineers and data specialists to evaluate, tune, and evolve model performance.
- Collaborate with cross-functional teams including Customer Success, Technical Success, and Product Design.
- Design and communicate mock-ups and prototypes using tools such as Lovable or Replit (or similar).
- Partner with engineering to ensure analytic outputs and data pipelines are structured and consistent for cross-functional use.

Innovation & Forward Thinking

Explore and define opportunities for exporting, integrating, and sharing data to support enterprise interoperability.

- Investigate and champion emerging technologies such as Model Context Protocol (MCP) and Agent-to-Agent (A2A).
- Identify and deliver predictive analytics, anomaly detection, and AI-powered recommendations to help customers act on insight in real time.



Person Specification

Skills & Experience

- 3+ years' experience as a Product Manager in SaaS, ideally within conversation intelligence, speech analytics, or reporting and data visualisation.
- Proven experience building zero-to-one analytics or reporting-heavy products.
- Strong understanding of BI, analytics, and data pipeline concepts, including tools such as Power BI, Looker, or Tableau.
- Technically confident and comfortable discussing architecture, data flow, and model performance with engineers.
- Experience designing products involving predictive analytics, anomaly detection, or AI-powered insight delivery.
- Knowledge or interest in Model Context Protocol (MCP), Agent-to-Agent (A2A), or similar data interoperability frameworks.
- Excellent storytelling and communication skills; able to translate data complexity into business clarity.
- Comfortable working autonomously to design and validate concepts using lightweight prototyping tools such as Lovable and Replit.
- Self-motivated, highly organised, and able to thrive in a fast-paced, dynamic environment.

Behaviours

At evaluagent, we live by our values: Curious, Generous, and Passionate. In this role, you'll be expected to:

Curious: Explore new technologies, approaches, and data models to push the boundaries of what's possible.

Generous: Collaborate widely, share knowledge, and make it easy for others to benefit from your insights.

Passionate: Care deeply about the customer impact of your work — from insight accuracy to the usability of every dashboard.

You'll thrive in a remote, fast-paced, agile environment, staying proactive in communication and resilient against isolation.