



Role	Product Manager
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 to take our analytics and reporting experiences to the next level.

You'll help define how we translate conversational data into clear, meaningful, and operationally useful insight — ensuring our reporting and intelligence meet the real needs of contact centre and the people who work there.

You will be building products used every day by teams within our customer base of contact centres and service organisations. Success in this role requires a deep understanding of their workflows, pressures, and goals.

About the Role

As Product Manager for Conversation Intelligence & Reporting, you'll lead the definition of user needs, insight requirements, and reporting experiences that support performance, coaching, QA, compliance, and customer experience in real contact centre environments.

You'll champion the voice of our users — understanding their workflows, pressures, and goals to ensure evaluagent delivers insight that is instantly valuable and trusted.

You'll collaborate closely with engineers, product leaders and Customer Success, to shape intuitive, useful reporting and intelligence that fit naturally into frontline workflows.

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 someone who has lived or supported contact centre operations and is passionate about improving the daily experience of frontline teams through better insight, clearer reporting, and thoughtful design.

You'll focus on making conversation intelligence accessible and meaningful — making it easy for users to coach, improve performance, and take action.

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 the needs of frontline and operational users within our customer base to ensure evaluagent continues to lead in turning conversation data into meaningful, accessible intelligence.

Key Responsibilities

User Insight & Contact Centre Understanding

- Deeply understand contact centre users including agents, team leaders, quality analysts, operational leaders, and CX teams.
 - Ensure all analytics and reporting features tie directly to real operational outcomes (quality, coaching, performance, CX, efficiency).
 - Translate user behaviour, workflows, and qualitative insight into clear product direction.
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Analytics & Reporting Vision

Own the definition of what insight contact centre teams need, how it should be presented, and how it supports better coaching, performance improvement, and decision-making.

Define how different user groups should consume and act on insight within evaluagent — ensuring clarity, simplicity, and operational relevance.

Prioritise the roadmap for insight and reporting improvements based on user value, impact, and operational pain points.

Translate complex conversational data into clear, actionable insights that support QA, coaching, team leadership, and operational decision-making.



Collaboration & Execution

Partner with engineers to ensure insight is accurate, usable, and aligned with contact centre workflows — without needing deep technical expertise.

Collaborate with Customer Success, Technical Success, and Product Design to understand user needs and validate solutions.

Design and communicate simple prototypes, workflows, and concepts to gather user feedback early and often.

Partner with engineering to ensure insights are delivered in a way that supports day-to-day reporting, coaching, and operational decision-making.

Innovation & Forward Thinking

Explore and define opportunities to enhance the clarity, usefulness, and accessibility of our reporting for contact centre teams.

Investigate and champion new ways for contact centre users to access, understand, and act on conversational insight.

Identify and deliver simple, practical, and meaningful intelligence that improves performance and customer experience.

Person Specification

Skills & Experience

3+ years' experience as a Product Manager in SaaS, ideally within conversation intelligence, speech analytics, or reporting and data visualisation.

Experience working in or with contact centres — from a vendor, consultancy, technology provider, or operational support role.

Experience shaping or influencing tools, reporting, or processes used within contact centre environments.

Comfortable working with metrics and insight, with a strong sense of what frontline and operational users need to see and why.

Able to collaborate effectively with engineers without needing deep technical expertise.



Experience designing products involving predictive analytics, anomaly detection, or AI-powered insight delivery.

Knowledge or interest in contact centre tooling, QA processes, coaching frameworks, and operational KPIs.

Excellent storytelling and communication skills; able to communicate insight simply and meaningfully to operational users.

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.

Empathy for the realities of frontline contact centre work and a passion for improving the daily experience of advisors, team leaders, analysts, and QA specialists.

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