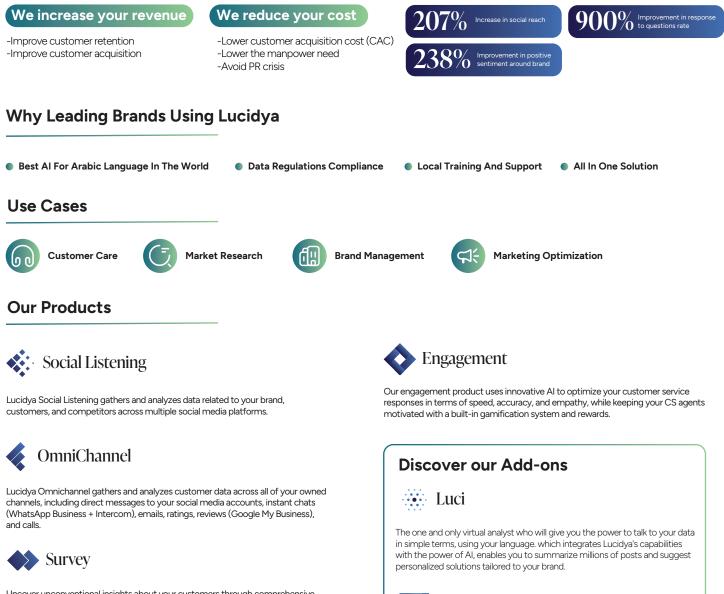




What is Lucidya

LUCIDYA is the leading platform for Customer Experience management in the Arab World. With unique AI and NLU capabilities, our CXM Platform is designed to give brands the power to deliver game-changing customer experiences, anywhere in the region.

Why Leading Brands Using Lucidya



AI Agent

brand's policies, information, and tone,

Call Analysis

Lucidya

A virtual assistant that acts as a customer service agent, responding to

customer inquiries using generative AI in various languages based on the

Gain insights from analyzing hundreds of voice calls between customers and your call center. Understand sentiment analysis, topics, and themes, and measure satisfaction rates with the same accuracy level as text analysis in

Uncover unconventional insights about your customers through comprehensive multi-question surveys, and extract a complete picture of your customer's experience with your brand.



Manage your customer data from various sources to create personalized profiles. All insights you want to enhance customer interactions, optimize marketing strategies, and improve overall customer experiences in one place.

