

Increase BPO call center productivity with conversational AI

Onboard and certify quickly and at scale with gamification & training.

Turnover can be high and onboarding slow at BPO call centers, resulting in poor customer service, lower sales volumes, and roadblocks to scaling.

Second Nature's AI-powered role-plays motivate reps to rehearse real conversations, enabling greater confidence, proficiency, and scale.

46%

higher closing rates

45%

Improved proficiency

95%

Reps prefer training with Second Nature

Shorten time to resolution

Strengthen rep ability to discern the true issue. Win trust, and resolve questions in a single call.

Prepare for any curveball

When reps practice pitches and objection handling with Second Nature, they feel ready for anything.

Scale easily and quickly

Onboard, train, and certify thousands of reps in as little as a few hours, 24/7.

Free up manager time

Release managers from call recordings, so they can focus on coaching reps who need more support.

Practice that agents enjoy

Gamification makes training fun, encouraging reps to practice and review materials more often.

New messaging anytime

Solidify and unify new messaging across your entire cohort in hours.

Trusted By