The Scala Platform:

Pulse

The Intelligent Operating System

Your always-on intelligence engine that unifies data across channels, systems, and workflows.

- Detect patterns traditional dashboards miss across all customer touchpoints
- Surface early warning signs and identify root causes
- Guide leaders to the next best action – connecting insight directly to action

Agent Canvas

Design and Deploy AI Agents

The execution layer that lets operators build automation that works, without waiting on engineering.

- Automate both customer-facing and internal workflows
- Access pre-built templates with deep understanding of your unique business
- Apply guardrails, compliance, and brand controls across every agent

Performance Intelligence

Score 100% of Interactions

Stop sampling. Start improving. Measure performance systematically across all customer touchpoints.

- Continuous QA scoring across 100% of your human and AI agents
- Connect coaching and QA directly to outcomes
- Detect trends and surface coaching opportunities automatically

Pulse Assist

Your Intelligent Sidekick

A strategic AI partner and command center for super operators.

- Ask questions, test strategies, and pressure test ideas before acting
- Coordinate execution across tools and teams from a single command center
- Draft board materials, diagnose risk, and launch initiatives all in one place

Why World-Class Operators Are Choosing Scala

→ **Unified intelligence,** *everywhere*

Connect insights across channels, systems, agents (human + AI)

→ **Friction detection,** *early*

Spot risk before it impacts customers

→ **Root cause** *clarity*

Understand *why* problems happen, not just where

→ **Closed loop** *execution*

Eliminate the gap between detection and resolution

→ **Confident decisions,** *less noise*

Fewer tools, faster decisions, smarter operations

"Operators aren't failing. Their systems are."

– Ardie Sameti
Co-Founder & CEO | Scala.ai

Scala gives CX leaders the visibility they've always needed and the control to act with confidence at scale.

Schedule your personalized demo at scala.ai