

Analytics

Overview

Customer experience is a science and an art. The science means decisions around your business should be fact based and informed: understanding your customers, customers' behaviour through structured and unstructured data to make informed decisions.

UNSTRUCTURED DATA



CUSTOMER INTERACTION ANALYTICS



EMOTION DETECTION



CONTACT DRIVERS



CONTACT ELIMINATION



ASSOCIATE INTERACTION ANALYTICS



OPS EFFICIENCY



QUALITY MANAGEMENT



SENTIMENT ANALYSIS

STRUCTURED DATA



CUSTOMER SEGMENTATION



CUSTOMER BEHAVIOUR



FRAUD AND RISK MANAGEMENT



CHURN PROPSENSITY



BOT PERFORMANCE



APP PERFORMANCE



CHANNEL RESOLUTION CAPABILITY



FUNNEL MANAGEMENT

Capabilities



SPEECH TO TEXT CAPABILITY



100% INTERACTIONS



REAL TIME ANALYTICS



AI & ML BASED TRANSCRIPTION



QUALITY AUTOMATION



EMOTIONS & SENTIMENTS



CUSTOMER SEGMENTATION



BUID A DIGITAL TRANSFORMATION STRATEGY