



**business**systems

Experts in Customer Experience & Workforce Optimisation Solutions

# Better Understanding The Voice Of The Customer





# Listening To The Voice Of The Customer Is Easy....

Listen to the customer



Be Cheerful and Helpful

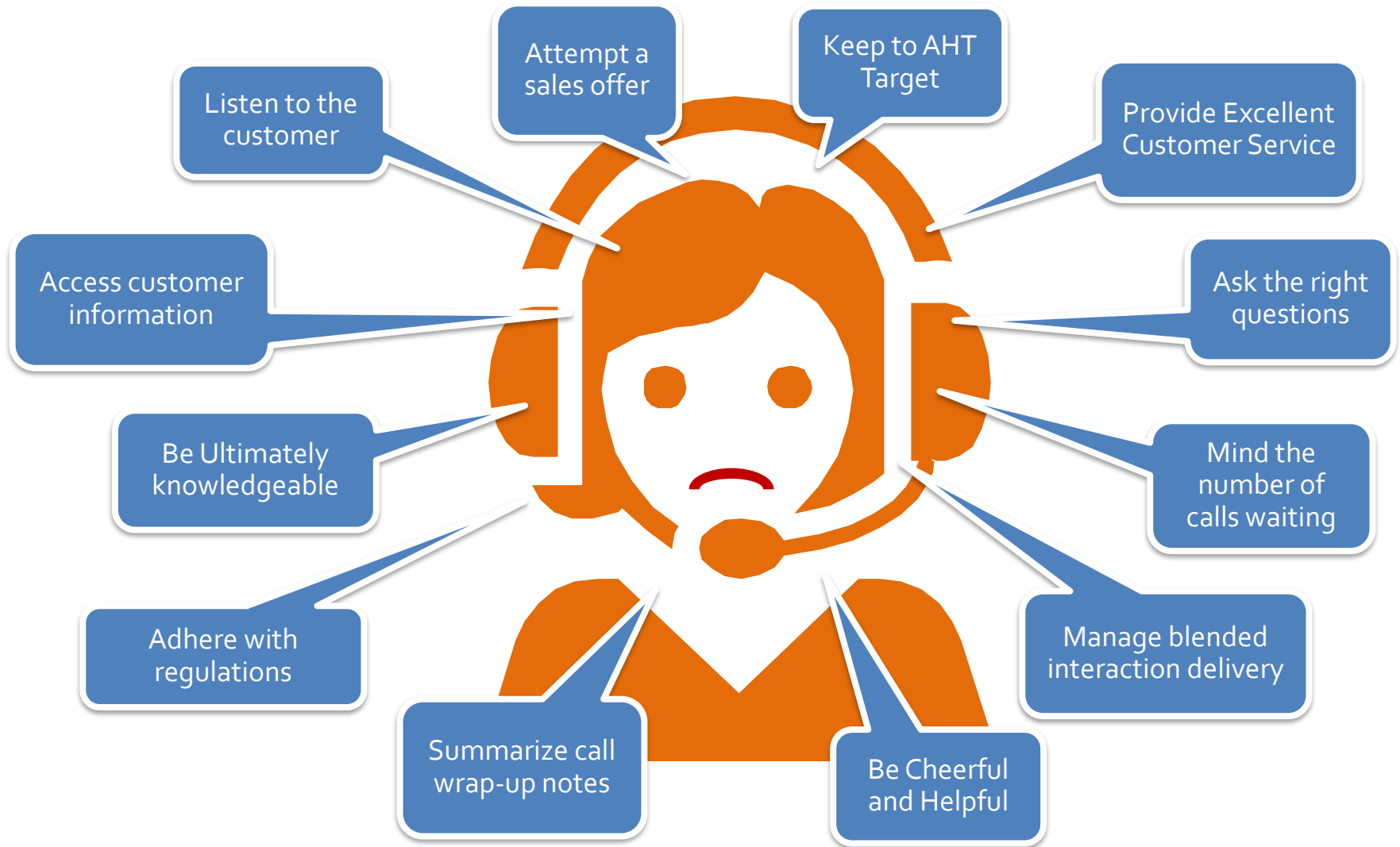


# Listening To The Voice Of The Customer Is Easy.... Right?



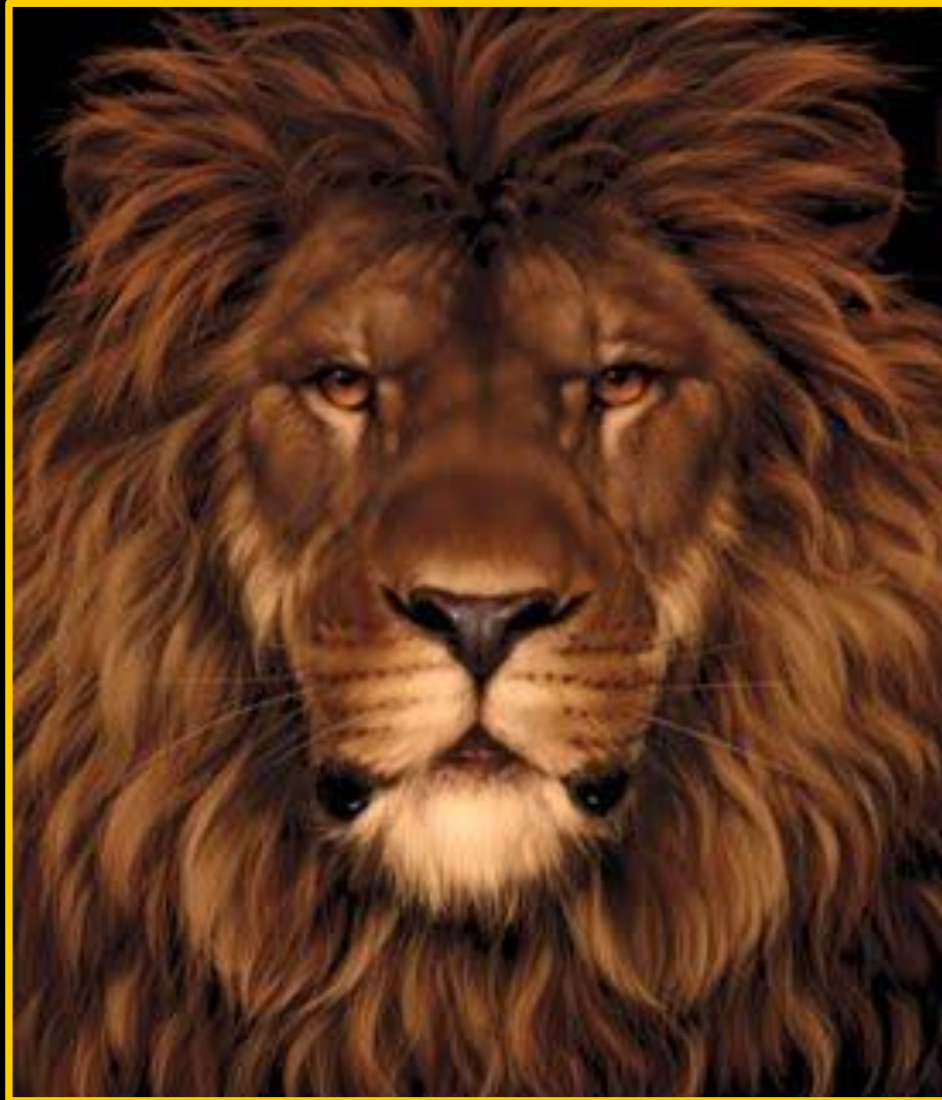


# Listening To The Voice Of The Customer Is Easy.... Right?



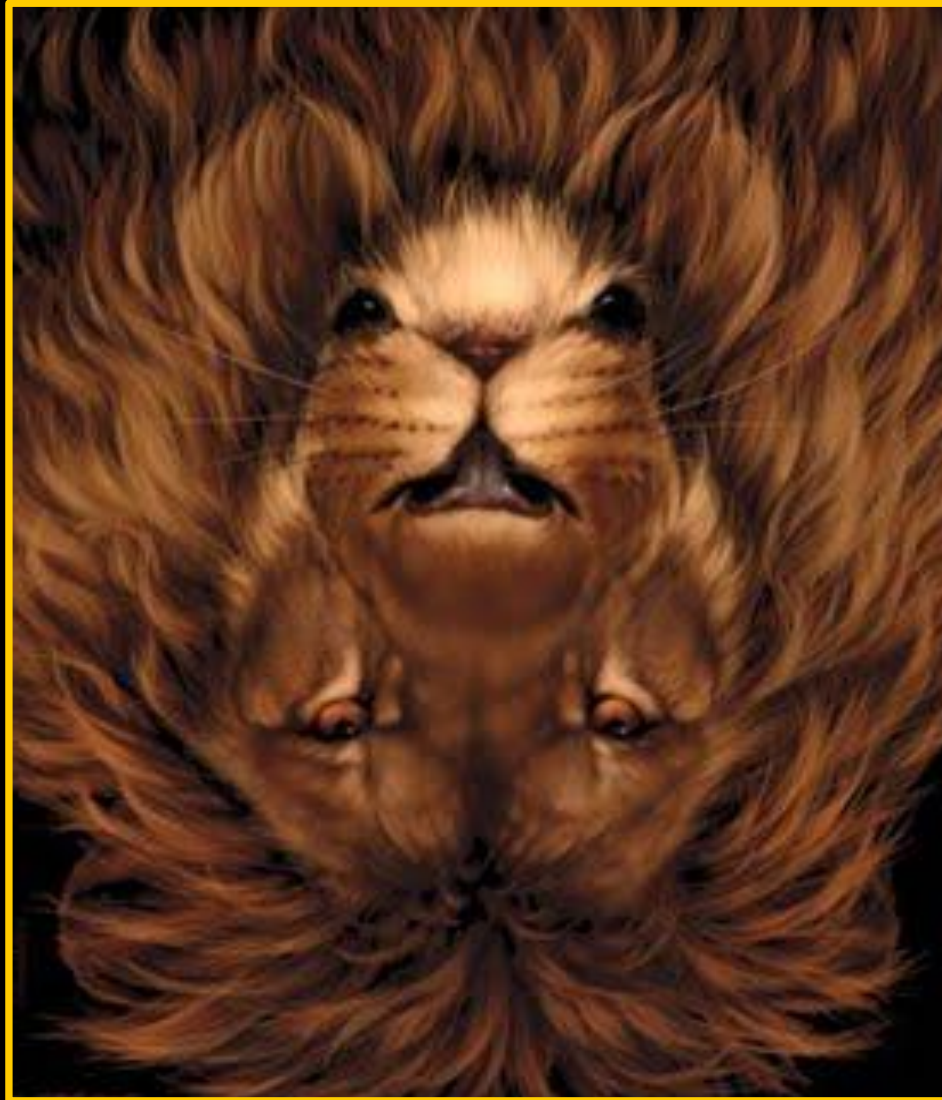


# Viewed From The Other Perspective



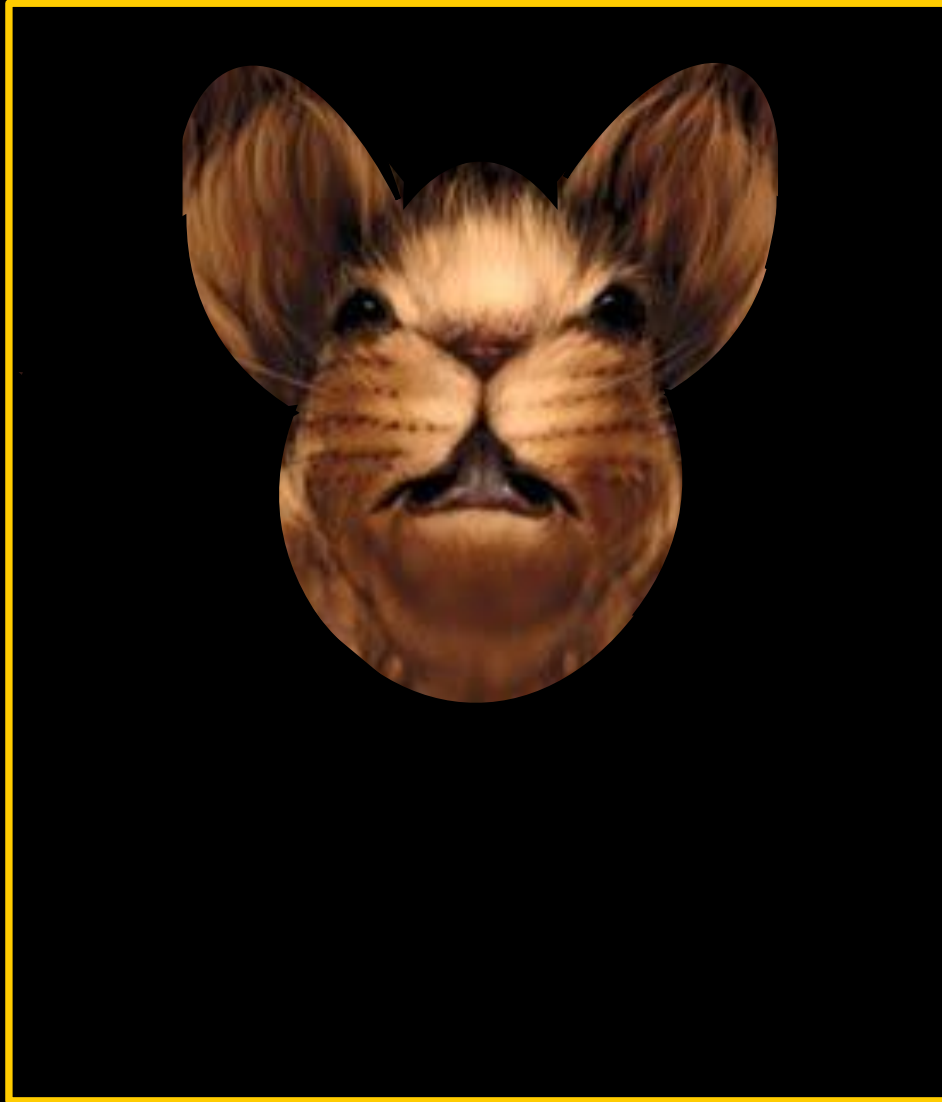


# Viewed From The Other Perspective



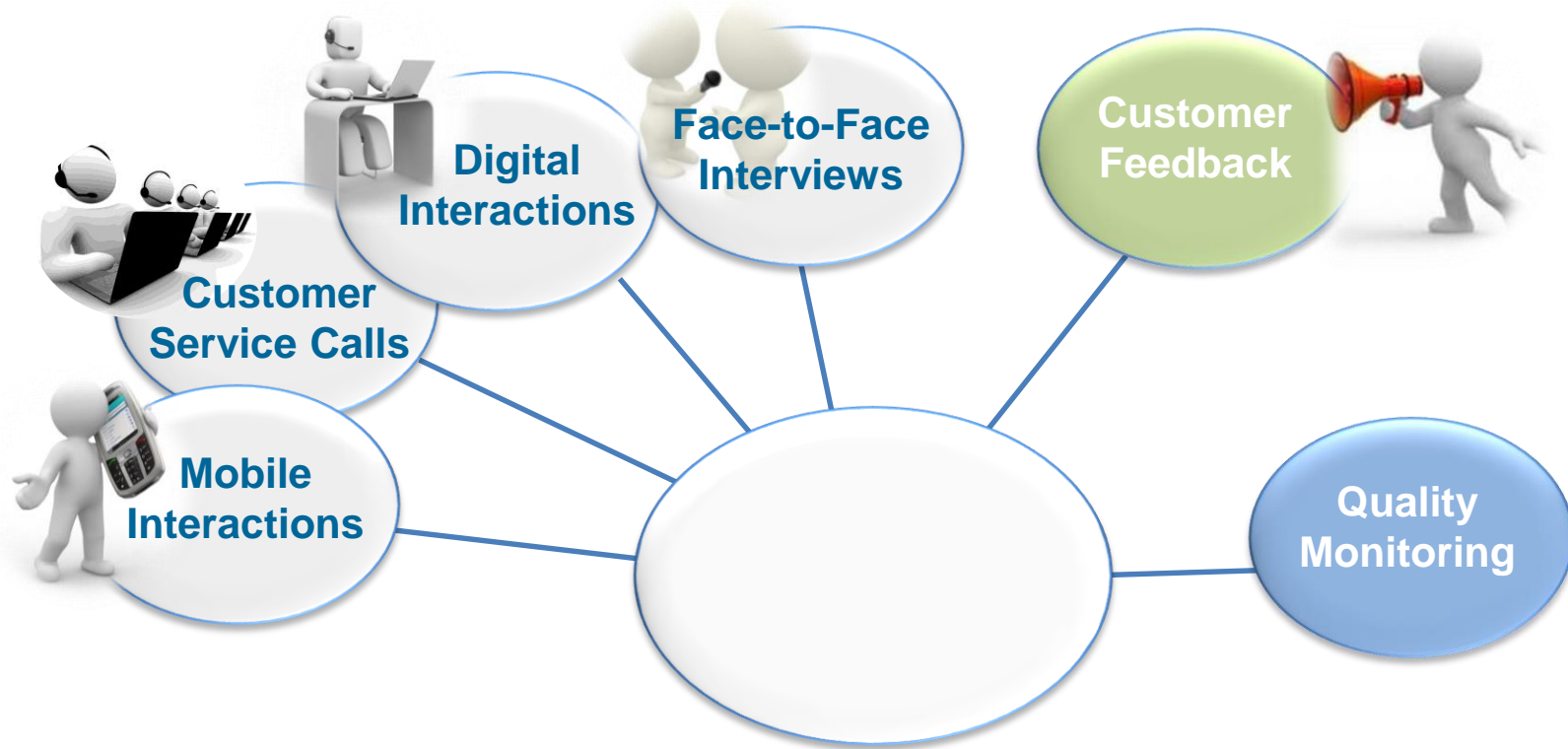


# Viewed From The Other Perspective





# Making Every Customer Interaction Count

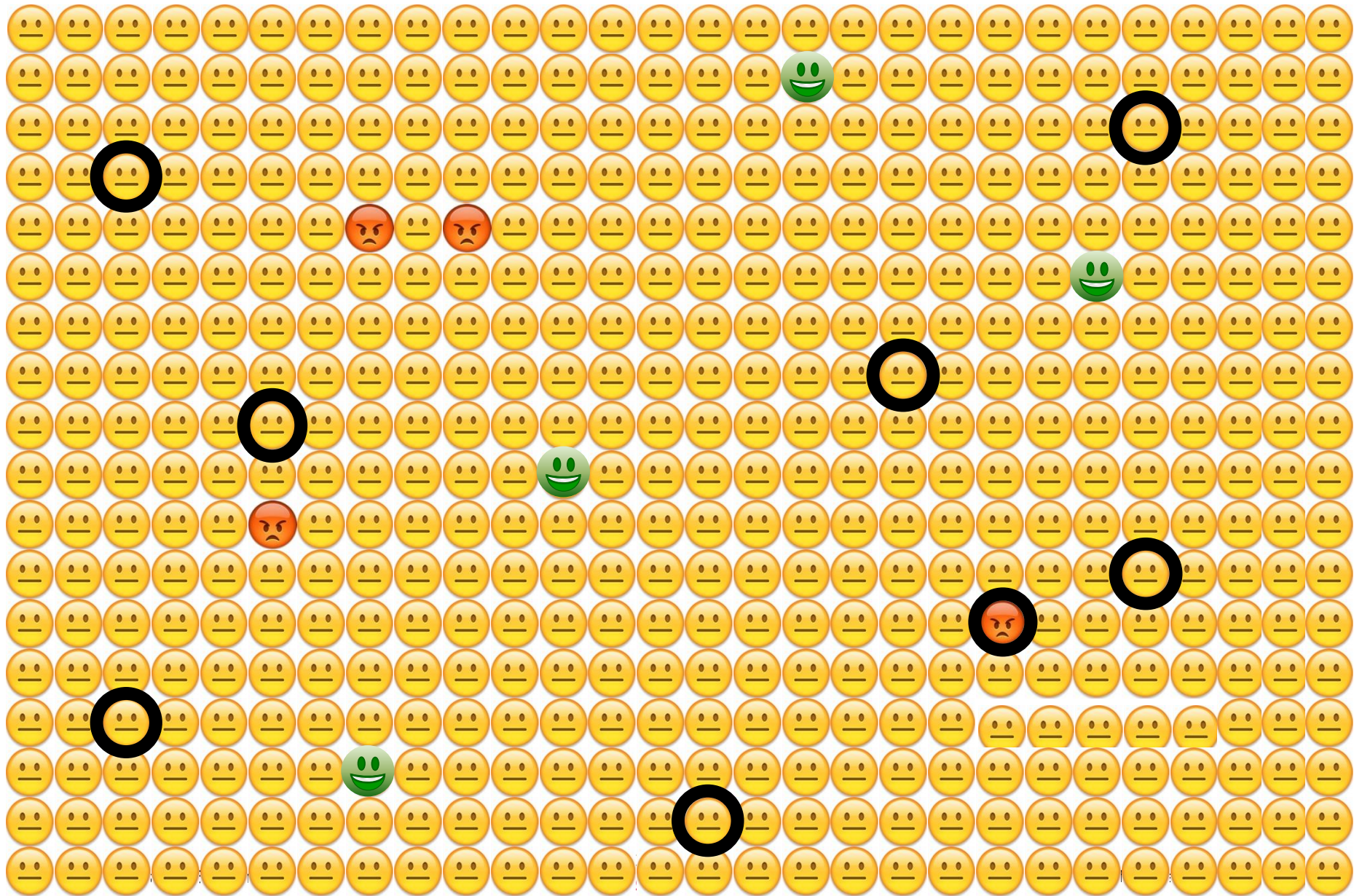






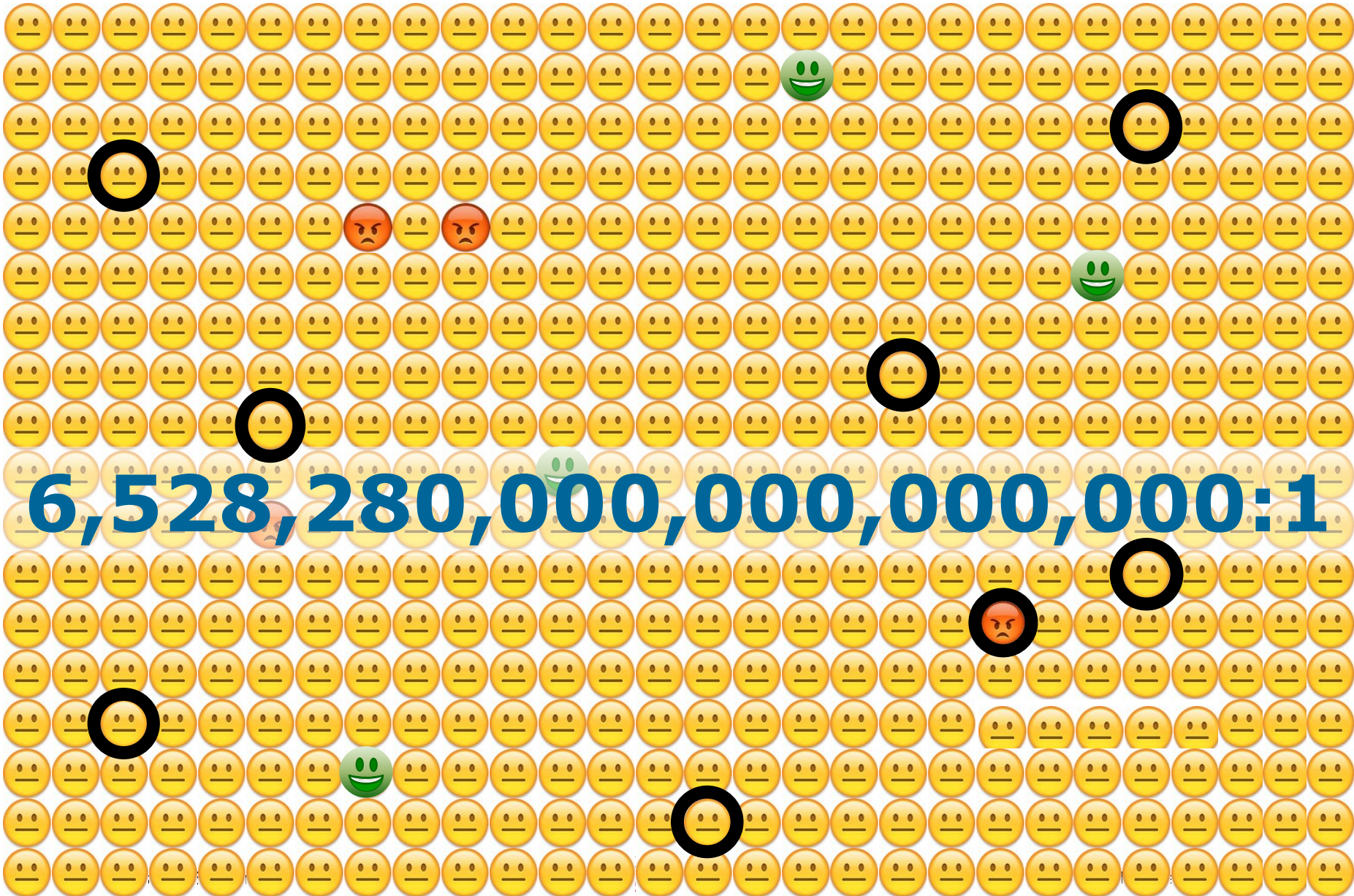


# What Are The Chances ?



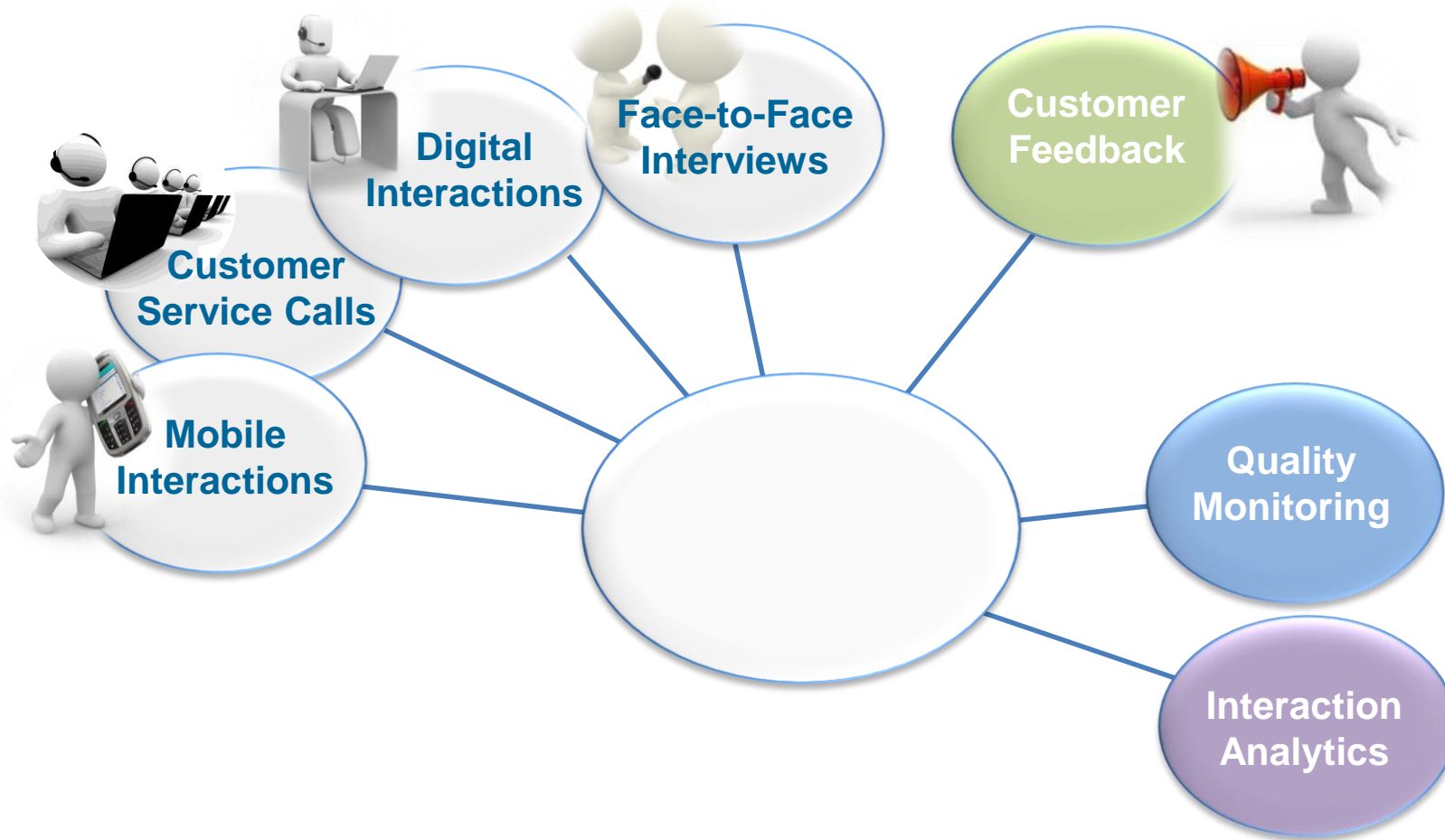


# What Are The Chances ?





# Making Every Customer Interaction Count





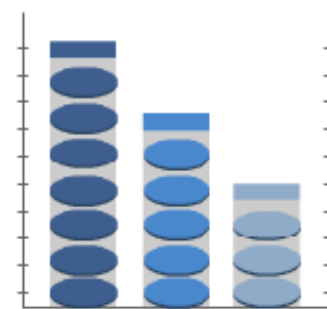
# Listening To EVERYTHING Customers Say

100% Interaction Analysis

Interaction Categorization

Filtering

Modeling



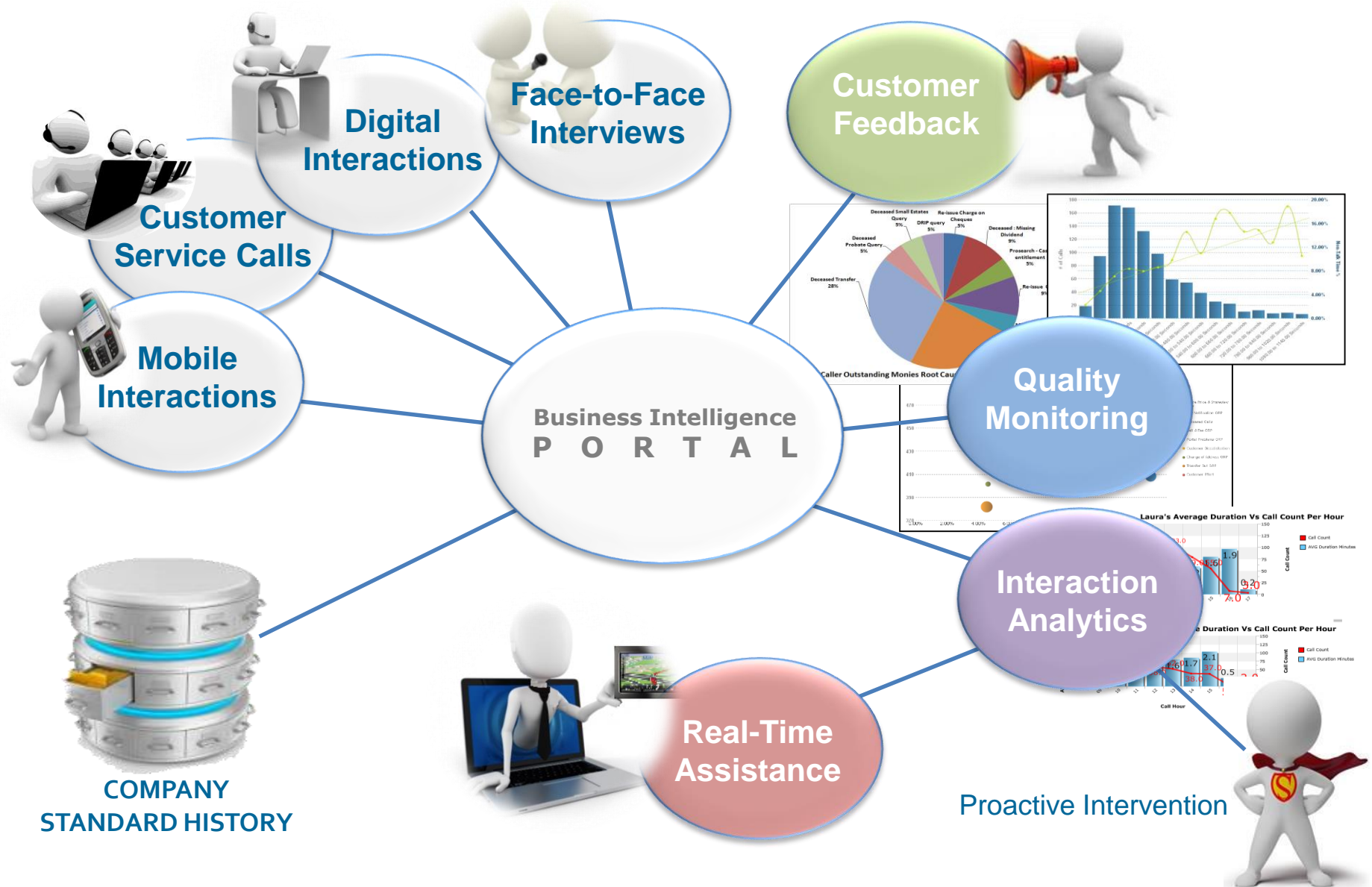
Adaptive Refinement



Extract Insights

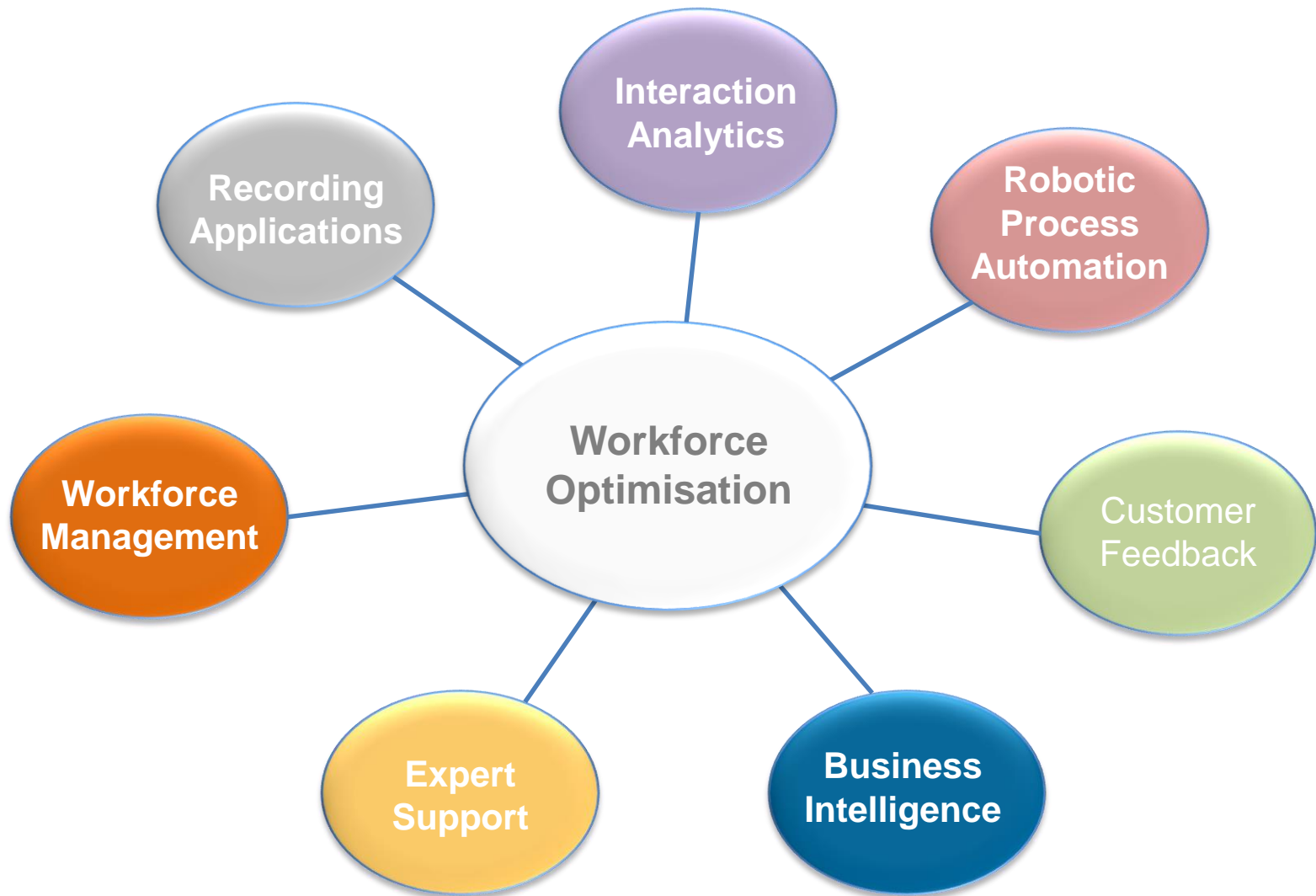


# Making Every Customer Interaction Count





# Great Technology Working For You And Your Customers





# Open Discussion



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