How to Simplify Customer Journeys

Webinar

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How to Simplify Customer Journeys

* Align all journey stakeholders
* Agree / commit to ownership
* Report the good and bad
* Meet regularly

The voices in your head aren't talking to each other.

Fragmented Visibility

You've got multiple data points with customer insights – but are still blind to big-picture opportunities.

Inflexible Reporting

You're manually extracting and combining multiple reports without the easy of drill-down exploration.

Data Inaccessibility

Your reporting has you anchored to your desk instead of giving you real-time insights on the agent floor.

Simplifying your tech to simplify your business strategies

Complete omnichannel. And then some.

📞 Inbound voice

💬 Messaging apps

💻 Web chat

📱 Self-service

🐦 Social channels

🎧 Callback

🔗 IVR

📱 Text, SMS

💻 Outbound dialer

🧠 Skills-based routing

✉️ Email

All in one

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Simplify everything WFM to Employee Engagement

Voice & screen recording

Digital channel recording

Agent self-service

Unified agent desktop

Quality Management

Surveys

Forecasting

Scheduling

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Be big-picture driven, not driven blind by big-data.

Meaningful Moments

Understand the big picture of your customer story by combining real-time and historical data across channels.
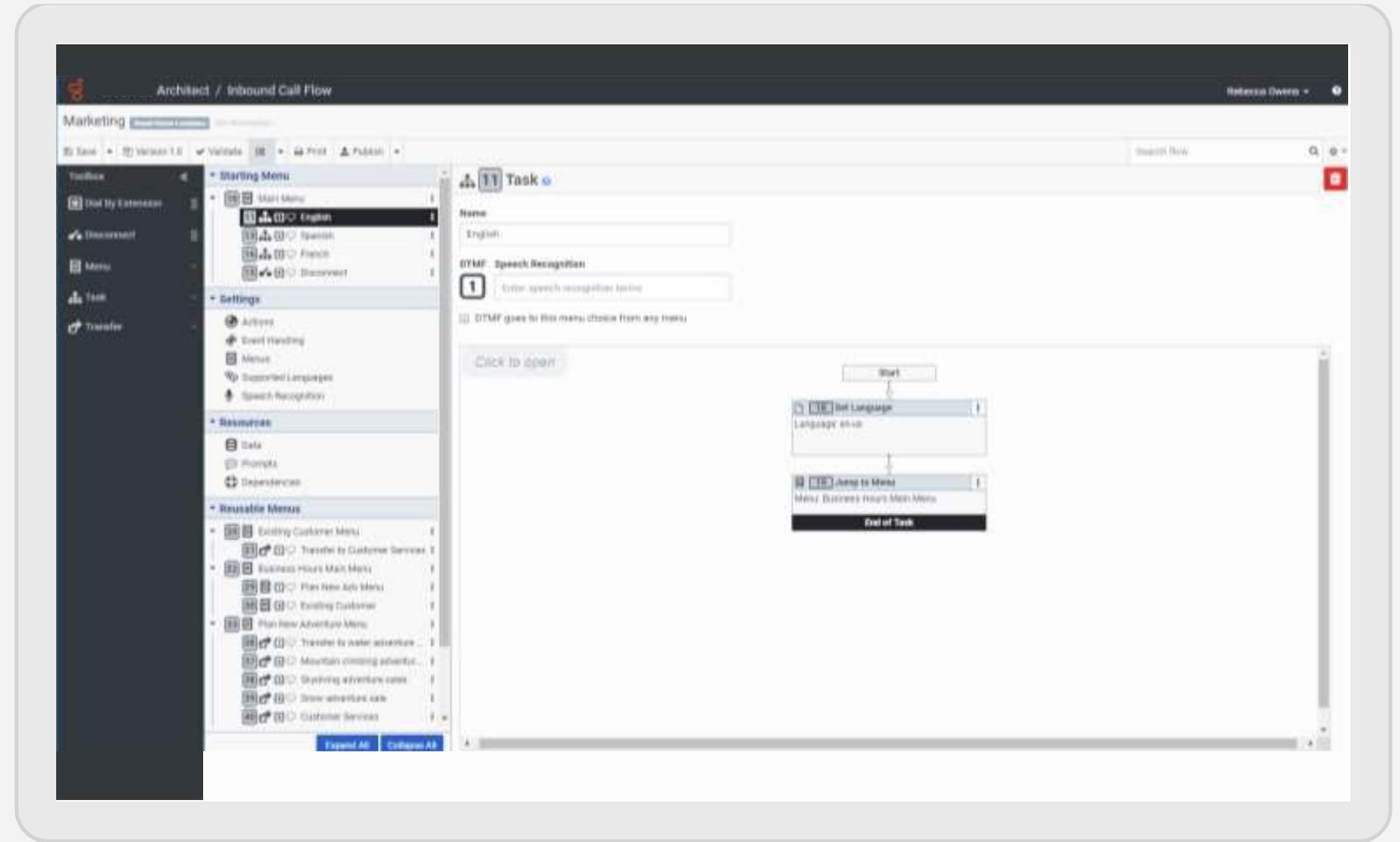
Configurable Depth

Explore data with drill-down ease and then save custom analytic views reflecting your needs.
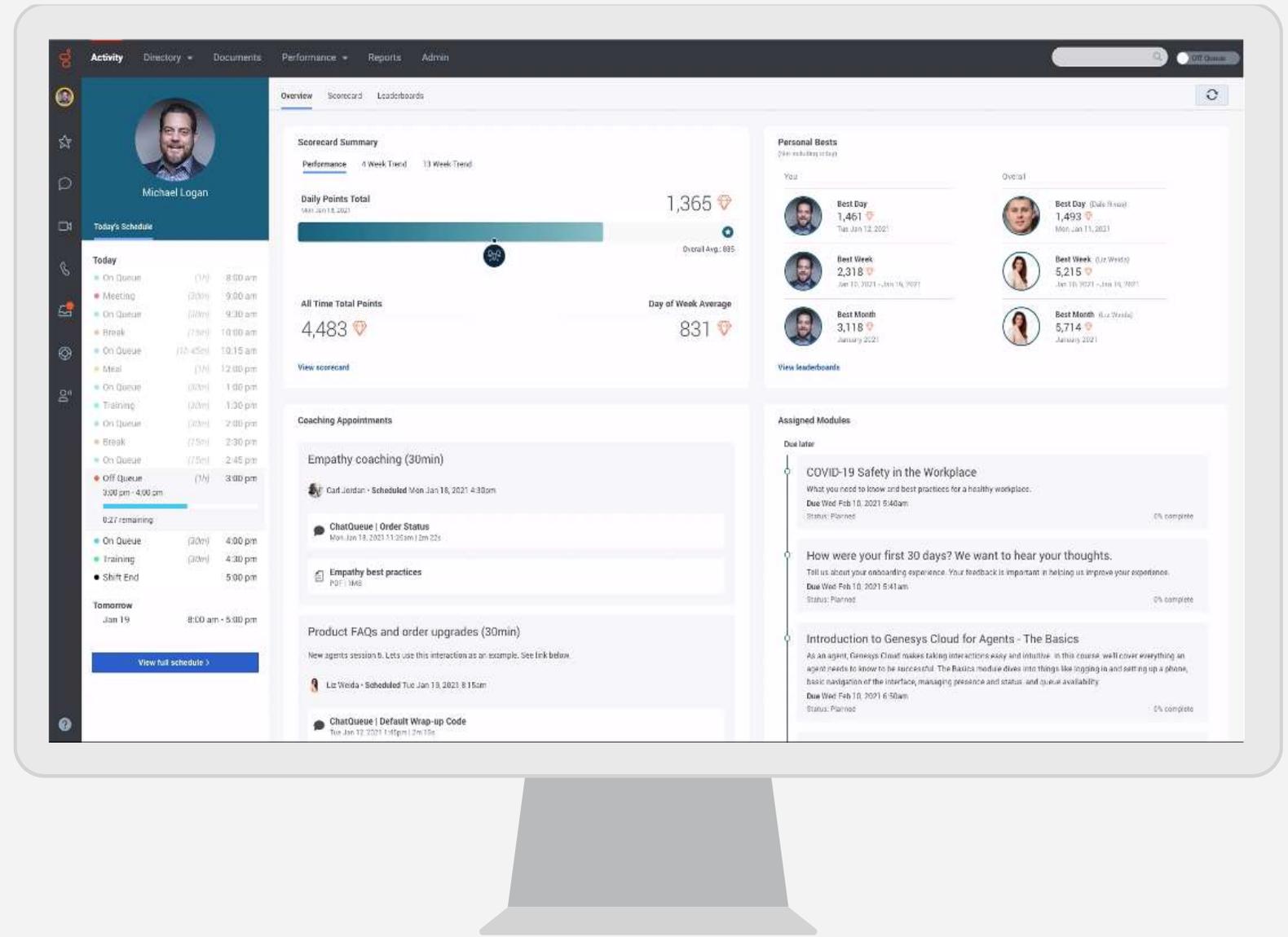
Modern Mobility

Use your iPad to take your real-time reporting with you. Monitor contact center performance on-the-go.

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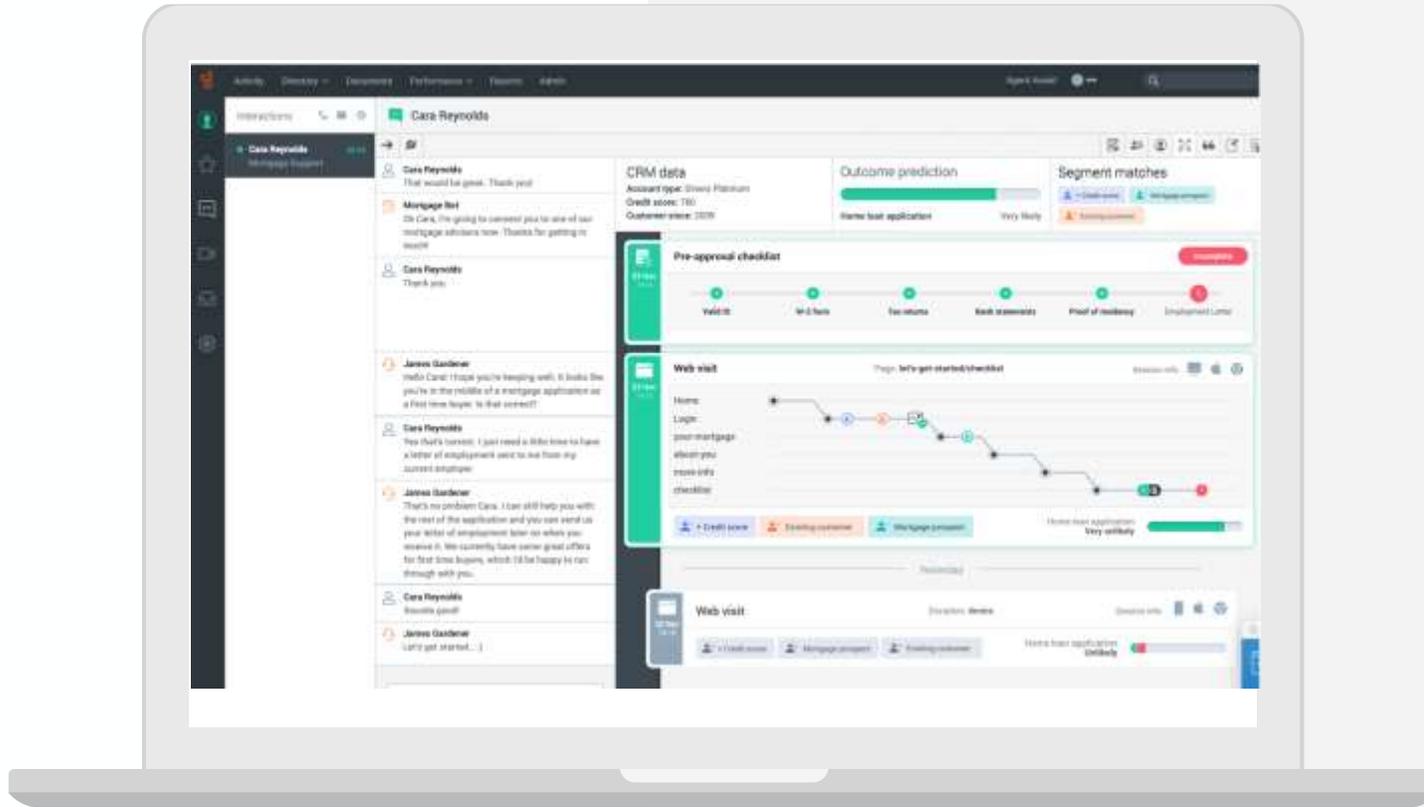# Customer Experience made easy

Architect let's you build your flows and easily change them when needed

Empower your employees to improve their performance and develop in their role

Personalised employee experience

Adding online into the Customer Journey

Capture

Qualify

Engage

and Convert

FAST

Predictive Engagement

Thank you