

# Customer Intelligence Hub

Centriam empowers organizations to create **scalable**, **customer-centric**, and **measurable** customer experience programs. Our platform is the most intuitive and configurable CX management technology on the market. We enable companies of any size to turn customer insights into actionable results, within an all-inclusive pricing model

## THE CENTRIAM ADVANTAGE:

	Classic Survey Tools	Traditional CX Vendors	CENTRIAM
Advanced survey capabilities	•	•	•
Customizable logo and colors	•	•	•
Survey response data export	•	•	•
Mobile friendly surveys	•	•	•
Advanced survey response reporting		•	•
NLP text analytics		•	•
Omni-channel feedback collection		•	•
Customizable and personalized email templates		•	•
Business intelligence & CX in one: link feedback to behavioral insights, measure CX impact			•
Unlimited programs, responses, and no per user fees			•
Customer decision engine (feedback collection triggered by behavior)			•
Closed-loop customer management system (included at no additional cost)			•
Call center module (included at no additional cost)			•
Offer recommendation engine			•
CX Score <sup>®</sup> : proactively identify at-risk customers			•
All-inclusive pricing			•
Dedicated account executive			•
Extensive data configuration flexibility and intuitive UI for business users			•

Contact us at [sales@centriam.com](mailto:sales@centriam.com) to learn more about the benefits of the Centriam Customer Intelligence Hub and how we can help you run a world-class customer experience program.