

Customer Journey Reporting and Analytics

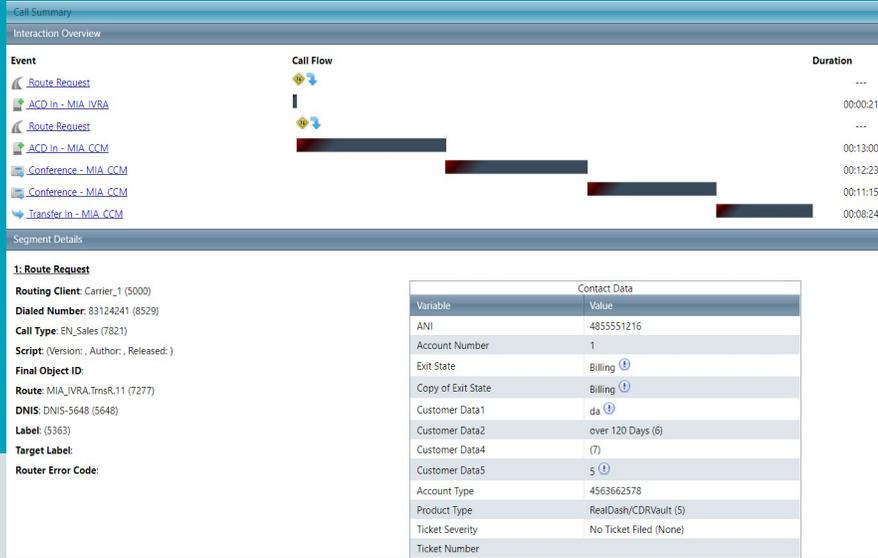
Reveal, understand and improve your customer experience

Aceyus customer journey solutions reveal how your customers connect with your business.

It's no longer enough to assess your customer experience through the narrow lens of inbound calls. You must relate your inbound calls with chat, web, social media, even brick and mortar stores to get the whole picture because every engagement channel plays a critical role in your customer engagement strategy. The Aceyus solution provides insight into customer interactions, helping you serve them in their preferred channel.

Often, the biggest challenge to enhancing customer experiences is gaining visibility into the nature of the interactions. Aceyus delivers integrated intelligence solutions that help you understand and optimize your customer experience in every engagement channel.

- Omni-channel reporting solutions
- Robust real-time and historical reporting & analytics
- Multi-vendor routing domain communications
- Enhanced contact routing and contact treatment management



Query Tools and Contact Detail Reporting

A simple way to evaluate contact detail records

Aceyus Customer Journey Reporting saves valuable time in issue resolution and day-to-day contact analysis. It's an indispensable troubleshooting and analytics tool for Support personnel, and for business analysts that need to dive into customer and agent experiences. Business users can also use it for IVR and Contact Routing application testing.

Connecting data from these sources allows you to drill into the details of the interactions, delivering exceptional insight into the customer journey and agent performance:

- IVR
- WFM
- ACD
- Call Recording
- Multi-channel
- and many more...

Enter a few parameters to execute a Contact Detail Report that shows each leg of any contact that matches your criteria.

Aceyus Connections[®] Connecting data for a unified customer journey

Aceyus Connections helps businesses understand and manage their customer journeys. It spans the data silos that are so common in contact centers, helping businesses link their omni-channel data with customer data from CRM, ticketing systems or other customer databases.

Connections aligns these data sources so interactions from any channel can be traced back to the appropriate customer profile. This drives data-rich, cross-channel interactions in real time and enables customer journey applications that leverage historical perspectives and analytics.



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