Auto Analyse

Customer Analytics And Dashboards   Agent Analytics And Dashboards

Customer Analytics

Everything starts when the interaction happens, but analytics is what goes beyond the resolution stage. We use unstructured data, transcripts, and conversations to build a cx automation platform to understand the authentic voice of customers, their emotions, sentiments, and how they feel. This allows us to create a data profile unique to each customer. It allows us to anticipate what queries and challenges they might face in the future, along with the best possible way to resolve them, giving them the desired experience.