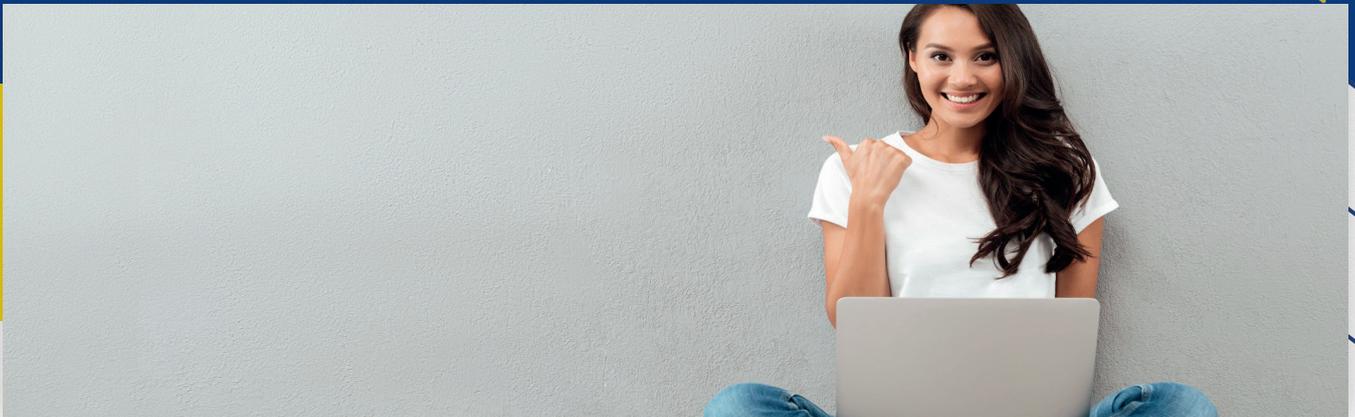




CX Management Information

Good CX means staying informed on the things that matter



Decision making is harder than ever

Customer expectations continue to grow, even as interactions become more complex and omnichannel. As a manager, you are increasingly asked to improve operational performance and reduce costs. You're expected to build a more scalable and responsive customer experience (CX).

Deploying digital channels, automation and chatbots can have unexpected effects creating new complexity and friction. Navigating that complexity to remove friction needs to be data driven to ensure the most effective reporting and decision making.

A rich collection of MI tools

Liberty Connect is our conversational messaging solution for engaging and assisting customer to create memorable CX. It provides a rich collection of management information (MI) dashboards and reports designed to ensure that you have transparency into the intimate workings of your digital channels. Regardless of how many digital channels you use, you can be confident that you have comprehensive oversight of critical performance data to support your decision making.

The management information systems in Connect seamlessly integrate with Liberty Converse to ensure that you and your team always have the most relevant and up-to-date information at your fingertips.

Benefits at a glance:

Focus on the data that means the most to you

Build data-based insights about the interactions between agents and automated service delivery

Create, share and schedule reporting

Use data and trends to provide more responsive, intelligent and consistent chat experience (when using Connect with Converse)

Accelerate your reporting needs with our filterable Reports Library (when using Connect with Converse)



Features at a glance:

Connect Reporting

- Flow performance
- Intent performance
- Summary reports including trends

Real-time reporting

Custom omnichannel dashboards

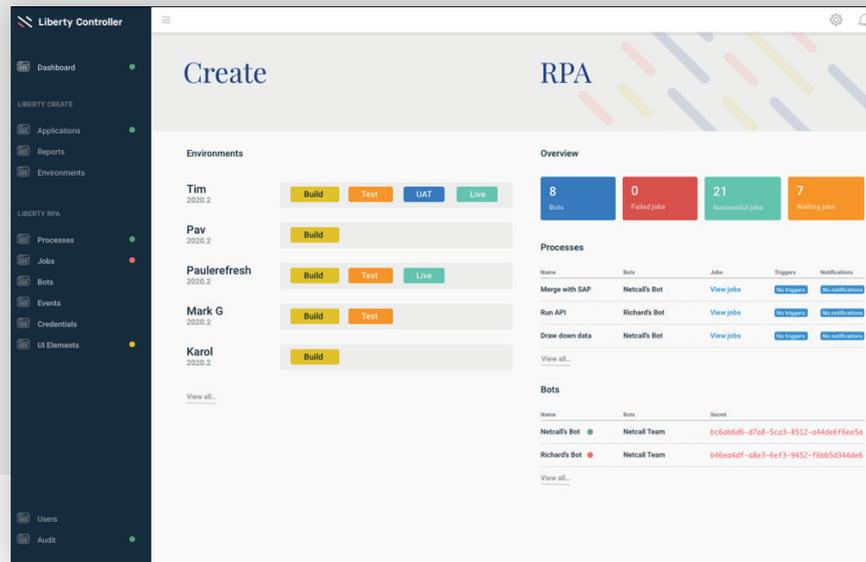
- When using Connect with Converse

The Liberty Advantage

Exceed your CX ambitions

Once you deploy Liberty Connect, you open new CX opportunities through omnichannel contact centre management in Liberty Converse, and intelligent automation in Liberty Create and Liberty RPA.

You can transform your omnichannel engagement and digital process infrastructure with minimal risk by automating processes quickly and easily to further reduce the friction between your processes and customer expectations.



Talk to us.

Contact us today for a demo visit
netcall.com

Or call us on **0330 333 6100** and say
"Transforming Engagement"