



CX Management Information Systems

Stay informed on what matters



Decision making is harder than ever

Modern customer journeys and the systems that support them are complex and interconnected. Managers are increasingly asked to improve operational performance and reduce costs. Plus, you need to recreate an environment that engages and enables employees to perform at their best, at all times.

Changes can have unexpected effects unless you have the full picture. More than ever, we must be data driven in reporting and decision making.

Liberty Converse provides a rich collection of customisable management information tools designed to ensure that you have transparency into the intimate workings of your operations.

With Converse, you can be confident that you see what's driving the efficiency of your operations, whether you are running a single channel contact centre or an omnichannel engagement channel. You can share the best level of information with your team and other stakeholders, so informed decisions can be made about improving performance.

The working environment has fundamentally changed. Remote working is common and unlikely to change any time soon. It's even more important to maintain insight across your operations, no matter how distributed they become.

The management information systems in Converse operate to ensure that you always have the most relevant and up to date information at your fingertips.

Features at a glance:

Real-time reporting

Data exports

Custom dashboards

Omnichannel reporting, when using Converse with Connect



Benefits at a glance:

- Focus on the data that means the most to you, with onscreen customisable dashboards
- Automated access to agent and interaction performance metrics
- Create, share and schedule your reporting
- Ensure agents always have access to up to date information
- Accelerate your reporting needs with our filterable Reports Library

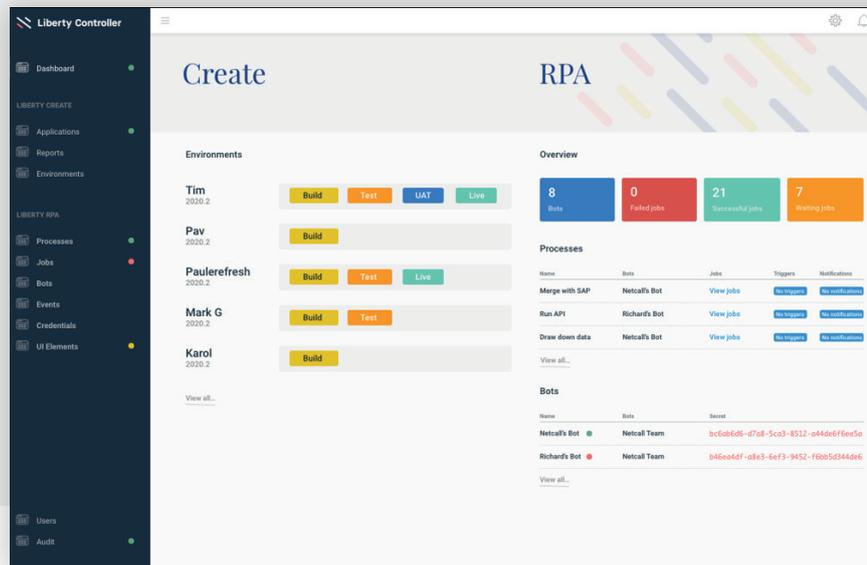


The Liberty Advantage

Exceed your CX ambitions

Once you deploy Liberty Converse, opportunities through conversational messaging and automated self-services in Liberty Connect, 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"

