voziq | Actionable Customer Intelligence

VOZIQ'S CUSTOMER EXPERIENCE SOLUTION

Transform the customer experience by applying cloud-based text analytics to cross-channel customer feedback sources.?

THE CUSTOMER EXPERIENCE PUZZLE

Customer experience is mysterious to companies large and small in size. They use time-tested strategies and "best practices" and collect customer data but fail to answer basic questions about customer experience like, "What do the customers want?" and "Why are the customers unhappy?"

The contact center is the go-to place for customer questions, feedback, and complaints. Customers voice issues and concerns, with your team documenting these interactions, asking questions, and addressing issues.

Contact centers are a crucial component of the customer experience. Research suggests interactions with the brand, typically occurring at contact centers, prominently shape the customer's experience.
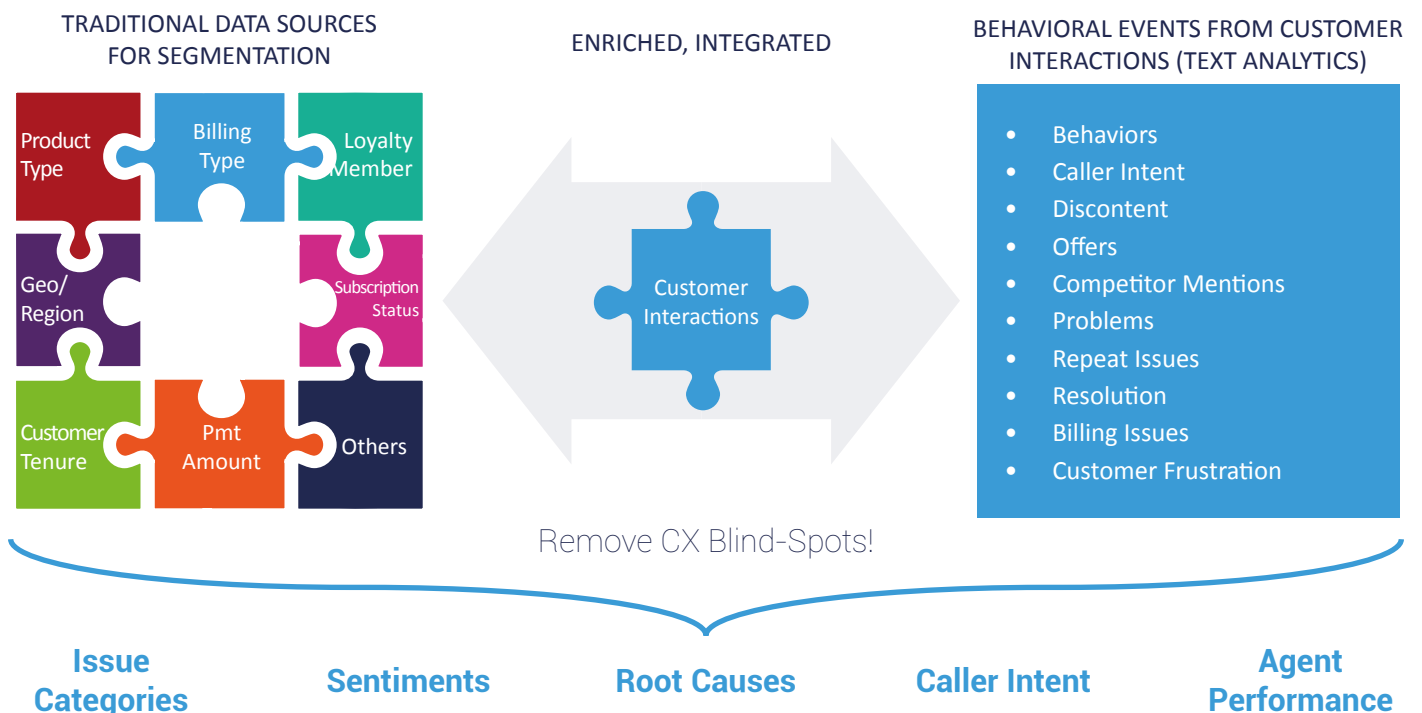
Companies fall short at maximizing the utility of this unstructured data, which is typically huge in volume, very dynamic, and distributed across thousands of surveys at various touch points and millions of post-call agent notes.

This customer interaction data is the missing piece of the customer experience puzzle.

VOZIQ'S CLOUD-BASED TEXT ANALYTICS SOLUTION

VOZIQ's Customer Experience Solution helps customer-facing businesses convert the unstructured contact center data into transformative intelligence about the customer experience issues and opportunities. The solution leverages VOZIQ's cloud-based text analytics platform to capture unstructured customer interactions from multiple channels, and applies text analytics to extract the intent, effort and sentiments of customer. These insights are mapped across segments using the CRM and billing records to provide a unified and deep view of the customer experience drivers, along with opportunities to transform the customer experience.

VOZIQ's cloud-based big data stack, industry-specific templates and a customer success support team ensure that your business gets an accelerated and demonstrable ROI from the customer experience solution..

TRADITIONAL DATA SOURCES
FOR SEGMENTATION

Product Type
Billing Type
Loyalty Member
Geo/ Region
Subscription Status
Customer Tenure
Pmt Amount
Others

ENRICHED, INTEGRATED

Customer Interactions

BEHAVIORAL EVENTS FROM CUSTOMER
INTERACTIONS (TEXT ANALYTICS)

- Behaviors
- Caller Intent
- Discontent
- Offers
- Competitor Mentions
- Problems
- Repeat Issues
- Resolution
- Billing Issues
- Customer Frustration

Remove CX Blind-Spots!

Issue Categories   Sentiments   Root Causes   Caller Intent   Agent Performance

Deep Customer Intelligence for Business Growth

VOZIQ'S CUSTOMER EXPERIENCE ANALYTICS SOLUTION: DEMYSTIFY CUSTOMER EXPERIENCE

You're already collecting customer information in the form of structured data fields, unstructured customer opinions, and agent comments from millions of customer interactions. VOZIQ's contact customer experience solution ingests all existing and new data, funneling it through advanced text analytics technology, and returns immediate ROI – all from existing data!

SENTIMENT DATA SOURCES AND METADATA INTEGRATIONS

- Unified customer sentiment from 100% of contact center agent notes from all your contact centers in one place (multiple locations and CRM systems, inhouse/outsourced)
- Enhanced samples sizes with NPS and customer sentiment from all surveys (web surveys, email surveys, post-call IVR surveys)
- Improve root cause analysis ability by integrating sentiment scores with demographic and transactional customer information

OPERATIONAL SUPPORT FOR ROI

- Action reports with prime opportunities for service recovery though outbound calling by service recovery specialists
- Automatic alerts on significant changes in sentiment on chosen categories
- Easily exportable sentiment drivers and root cause analysis charts to support action planning

BREAKTHROUGH SENTIMENT AND TEXT ANALYTICS TECHNOLOGY

- Top drivers of customer experience with out-of-the-box sentiment analysis
- Categorization of agent notes and open-ended survey comments using industry-specific keyword libraries
- Root cause analysis of customer experience issues with automatic identificaiton of emerging hot topics and key products through natural language processing

CX DASHBOARDS AND REPORTS

- Configurable customer experience and customer effort dashboards with volume, trends, and top drivers of customer experience and sentiment
- Out-of-the-box CX root cause reports by call reason, transactions, demographics, and key issues
- Role-specific scheduled reports with weekly, monthly, and quarterly trends of CX scores from all sentiment data sources

VOZIQ'S MANAGED ANALYTICS SERVICE : DELIVERING ACCELERATED ROI

VOZIQ's Managed Analytics Service offers unmatched time and cost efficiency, delivers immediate value, and saves you the arduous task of setting up an effective analytics operation.

- **CUSTOMER SUCCESS SUPPORT:** VOZIQ's team of experienced and highly qualified analysts work as an extension of your own team, and save you from the hassles and costs of hiring and managing contact center domain experts
- **FLEXIBLE ENGAGEMENT OPTIONS:** Choose the team to be onsite, remote or at an offshore location; change the plan anytime you want and manage costs
- **CLOSED-LOOP EXECUTION:** Our teams follow proven six-sigma DMAIC process from problem definition to measurement, analysis, improvement and ongoing monitoring to ensure sustained value
- **ACCELERATED ROI:** Turn-key solutions that can be up and running in a very short span of time by leveraging your historical data for immediate insights

Transform the customer experience with unmatched cost efficiency resulting from VOZIQ's synergy of tools, expertise and processes.

JOIN OUR QUICK START PROGRAM TODAY!

VOZIQ's ready-to-go customer experience solution creates immediate value with the data you have already captured.

Jumpstart your customer experience transformation today by generating actionable customer intelligence about the drivers of customer experience and the root causes.

Put your customer interactions to work, and grow your business!

Contact us today!
info@voziq.com or **888-427-2328**

ABOUT VOZIQ

VOZIQ is a Washington D.C. based technology company helping enterprise contact centers mine cross-channel customer interactions to improve customer experience and contact center performance. Our managed analytics services offer benefits of synergy of cloud-based technology, proven solutions and a team of industry experts.