

Proactive NPS Management

Machine Learning and Text Analytics Solution To Reveal and Proactively Address Drivers of Customer Dissatisfaction



VOZIQ's Proactive NPS Management Solution

VOZIQ's Proactive NPS Management uses advanced machine learning technology to turn structured and unstructured customer data into predictive NPS intelligence for every customer.

With VOZIQ's operationalization frameworks, this intelligence is then turned into millions of micro-engagements across channels to boost NPS scores and address root causes affecting NPS trend.

What Makes VOZIQ's NPS Solution Unique?

Traditionally, NPS surveys are answered by only a fraction of customer base. This leads to decision-making that is based on just a sample of voice of customer.

On the other hand, VOZIQ scores your entire customer base for predictive NPS, allows you to prioritize segments that need priority attention, and provide ways to actually offer proactive engagement to such customers.

How VOZIQ Predicts NPS For Every Customer?

VOZIQ has developed proprietary machine learning model that has been trained on millions of data points over years across various industries.

The predictive model analyzes combination of historical survey responses, structured and unstructured data to predict NPS for every single customer, and also surfaces root causes that are affecting customer satisfaction.

Turn Your Business CX-Aware

Predictive NPS for Customer Service

Identify and resolve customer issues ahead of time. Reduce reactive approaches and drive loyalty proactively.



Predictive NPS for Retention

Leverage predictive NPS to measure the ongoing health of your organization. Predict future growth and churn with a reliable, proven KPI.



Predictive NPS for Product

Understand which features or products are leading to customer dissatisfaction, and remove gaps.



Predictive NPS for Marketing

Personalize offers based on NPS score and its drivers for every customer, and boost success rate of marketing campaigns.



Factors for predicting NPS Score



Direct feedback from satisfaction surveys



Indirect feedback from effort, call topics, usage and trouble history



Inferred feedback from interaction analytics: Sentiment, root causes, competitor mentions



Other data: Tech issues, RMR, FICO, Contract, Product, Geo, Tenure, Billing etc.

Ways to Utilize predictive NPS Score



IVR integration: Automatically route calls from detractors to service specialists for proactive engagement



Marketing integration: Segment customers based on NPS score and dissatisfaction drivers and deliver tailored offers

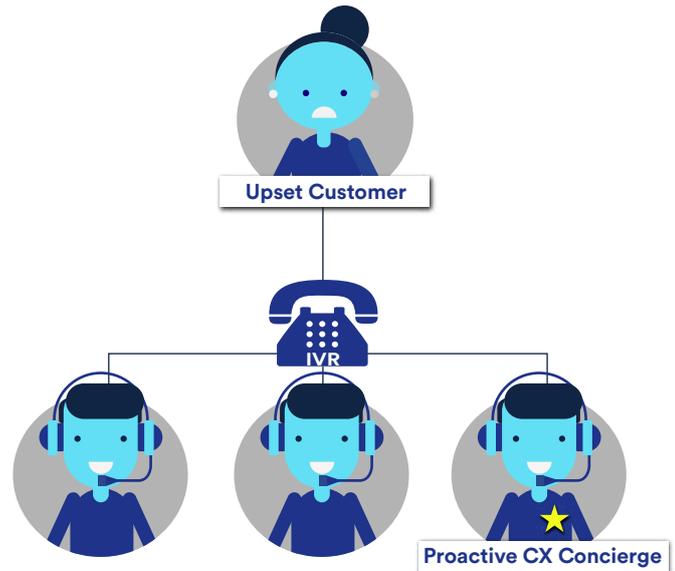


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Turn Detractors into Promoters with CX Concierge

VOZIQ's CX Concierge allows you to offer differential, proactive and timely care to low-NPS microsegments and turn them into promoters. This is achieved by making your IVR aware of NPS/CSAT risk and arming your agents with key customer health indicators when such a member is on call.

We can help you with other similar operational integrations that allow millions of micro-engagements across channels.



VOZIQ is DIFFERENT!



Always-on NPS scoring for 100% customer base



Unmatched granularity and accuracy with AI/ML technology



Micro-segmentation based on dissatisfaction drivers



Drive proactive engagement to improve loyalty and lifetime value

Fast Track Proactive NPS Management

VOZIQ offers a Build-Operate-Transfer Model to help businesses with little or no in-house data science technology or resources. The model offers a rapid route to acquire a fully operational solution without a need of heavy upfront investments.



BUILD

We work with your organization to tune the VOZIQ Predictive NPS Platform to your business use cases and integrate it with your existing ecosystems.



OPERATE

Let VOZIQ's team orchestrate the solution for you, and deliver actionable intelligence that drives lower cost customer experience outcomes through marketing and care channels.



TRANSFER

Get into driver's seat with a fully operational solution and trained internal resources, while VOZIQ team's focus changes to assisting and guiding you to ensure continued satisfaction impact.

About VOZIQ

VOZIQ is the only cloud-based customer retention solution that allows recurring revenue businesses retain more customers at lower cost by using multiple AI/ML models, and run large-scale proactive retention campaigns through contact center and marketing channels.



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