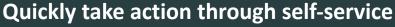
## Analytics, Intelligence, and Reporting

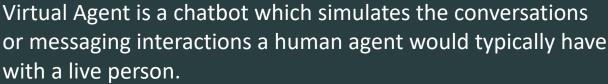


Optimize processes and increase productivity with Performance Analytics, virtual agents, and machine learning. Get insight into real-time patterns and trends to make better, faster decisions.



Make smarter decisions with embedded intelligent analytics
Use Performance Analytics to establish a foundation of
metrics and visualizations to drive greater visibility, alignment,
and continuous improvement across the business.







Enable the system to respond to human-expressed intent Natural Language Understanding enables the Virtual Agent chat bot to understand the intent of what people are looking for and provide them with more relevant answers



Improve the interactions between processes and agents
Use Predictive Intelligence to deflect tickets, reduce call
volumes, and automate common requests to deliver great
service experiences.



Watch this video to learn more.

