

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.



Quickly take action through self-service

Virtual Agent is a chatbot which simulates the conversations or messaging interactions a human agent would typically have with a live person.



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.](#)

