

# Digital Island\*



## CX Intelligence

by eMite for Amazon Connect

### Why eMite for Amazon Connect?

Single pieces of information on their own can be misleading, hiding how customer service delivery is really performing. It is only when all the pieces are joined together that meaningful insights become evident. That's why today's most innovative businesses recognise the value of simplifying reporting in order to represent service across all your CX environments.



#### Effective (Real-time and historical data)

eMite makes it easy for businesses to manage delivery and engage with their teams, even if they are remote. Providing real-time and historical data to ensure your resources are optimised and your customers are taken care of quickly. Custom KPIs and dashboards give you control over your data.



#### Efficient (All data sources in one view)

By connecting interactions across all your solutions, you have a single view to represent opportunities that otherwise are missed. Pull data out of silos (Salesforce, Zendesk, surveys, data lakes, in-house apps, etc.) and into your dashboards. Its flexible architecture means eMite keeps you future proofed.



#### Progressive (Flexible platform and views)

eMite continues to innovate by constantly adding new features & data sources. Our Quickstart gets your environment configured and customised, as well as trains your team how to get the most out of your solution as it requires no coding or scripting to adjust reports and dashboards to your needs.



### eMite at a glance

Correlate multiple datasources in one place

Respond to shifting call volumes in real time

Compare agent performance

Reduce call abandonment rates

Drive continuous improvement via transparent reporting

Monitor and manage KPIs in real time

Manage intraday queue volumes

Increase agent productivity and retention

Bring gamification to your CX analytics

Reduce administration

Contact Digital Island for a free consultation and demo.

0800 999 010

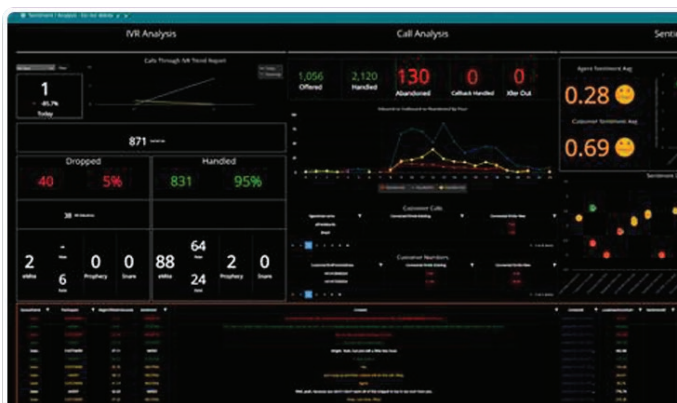
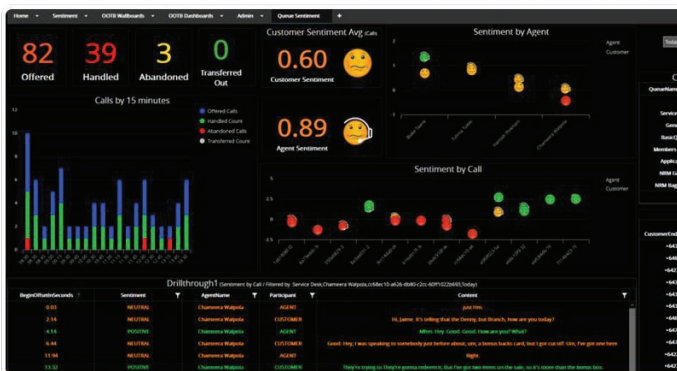
[digitalisland.co.nz/](https://digitalisland.co.nz/)

## Quality Assurance

The Interface provides Quality Assurance forms, sentiment analysis of all interactions providing guidance. The benefit of sentiment analysis: it provides a score for interactions rather than the traditional per agent per month that is common today. When every interaction can be assessed, contact centres will gain better insight into customers such as call drivers and levels of customer satisfaction. This data is delivered real time to custom Dashboards that display Quality Assurance and Sentiment Analysis results, thereby automating both processes. This is the future of Quality Assurance as it takes the manual work out of the QA process and provides data such as agent success on QA criteria, customer satisfaction results with ability to drill down into the data set. Contact Centre Team can use this data to determine development paths for each agent and spend their time coaching people rather than listening to and scoring calls, which makes a difference in performance. Contact Centre Managers can use the data to determine key success factors and develop the right strategy for customer experience.

This Dashboard is showing the following:

- \* Average sentiment results for agents
- \* Average sentiment results for customers
- \* Sentiment results by individual agents and calls
- \* Detailed transcription of a selected call with the sentiment result per comment.



## Custom Dashboards:

Customisable Dashboards enable our customers to manage their contact centre using real-time data and insights and make informed decisions faster. Dashboards give simple and clear data visualizations allowing you to leverage smaller teams, manage queues more effectively and increase your Net Promoter Score.

Custom Dashboards can include standard KPI data real time from Amazon Connect but can also utilise Contact Lens for sentiment analysis data to be aggregated and displayed on the dashboard providing detailed insights into customer behaviour, interaction drivers and customer satisfaction. Note that the sentiment analysis for each interaction is also available on the Digital Island User Interface as previously discussed. Displaying the Sentiment Analysis results as a whole, for either a group or individual agents is the difference the Dashboards can offer. This can include common key word trends for the day, week, month or Analysis of the Sentiment Analysis i.e. individual agent or customer satisfaction results. The beauty of custom dashboards is that any data coming out of Amazon Connect can be sliced and diced and displayed in a way that is meaningful for your teams. In addition, data from other sources, such as D365, or web and mobile analytics can also be displayed to have a holistic view of the success of all customer interaction channels across the business.

This Dashboard includes IVR Analysis of interactions, rolled up Queue data in addition to CSAT and Compliance results.

Our team include the Dashboard and Reporting scoping as part of the Discovery part of the engagement. Note that real time statistics and reports are available out of the box with Amazon Connect.