



Looking for a system that actually makes your Net Promoter Score more Actionable?

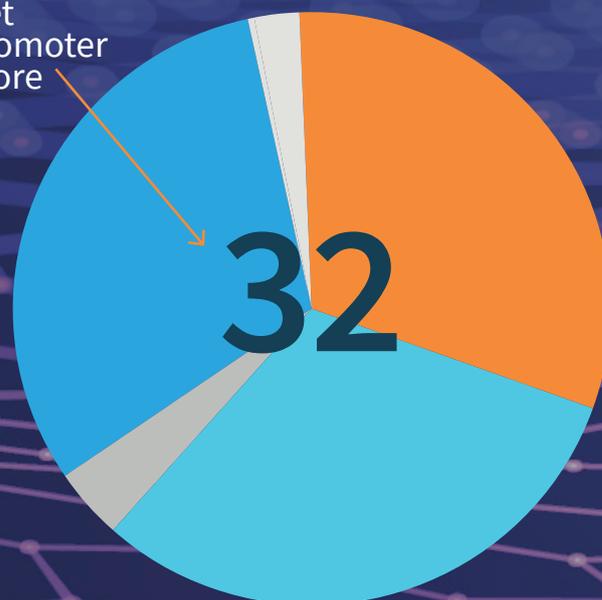
OmniIndex connects to all of your Customer Center Applications, including Voice Transcripts, Emails and Chat Bots. Enabling you to infer answers from questions that have not been asked & also analyze the sentiment of your customers in real-time. Capturing better Problem to Root Cause / Resolution Correlation and providing a better overall experience.

Real-Time Data

Data when you need it, from sources that provide up-to-data information about what your customers are really thinking.

Leave the guess work for your competitors

Net promoter score



Overview

The U.S. Bureau of Labor states that there are around 2.9 million customer-service workers employed in the United States. This figure is up by 50% in the last 10 years.

Initially designed to handle voice only calls, both inbound and outbound, call centers have now evolved with technology advances to also include:

- Email
- Social Media
- Web Chat Bots'
- Etc.

With a 360-degree view of a customer they are now one of the most important touchpoints for a company's customer interaction.

Organizations use a range of KPI's to measure both quality and outcomes of their interactions.

These include:

- First Call Resolution
- Response Time
- Contact Quality
- Customer Satisfaction
- Net Promotor Score
- As well as a range of other KPIs'

These metrics are used to increase revenues, cut costs, and determine outcomes. The OmniIndex Intelligent Data Platform is able to help with both the Contact Quality and Customer Satisfaction KPIs'.

The Current Approach

Companies use standard metrics to determine their Net Promoter Score. These metrics are gathered from customer inputs, which include:

- Web Questionnaire
- Telephone Questionnaire

These questionnaires have been designed to be easily answered and completed in a time efficient manner.

However, they generally take place once a call or Web interaction has been completed and the customer is looking to move on, meaning that many respondents are answering the questions without giving much thought to them.

Because of this, to get a realistic Net Promoter Score you need to sample as many customers as possible.

The OmniIndex Approach

The **OmniIndex Data Intelligence Platform** is implemented to index and analyze data directly from on-line web forms, the Chat Bots on Web Servers as well as within Facebook messenger and other platforms. In addition, the platform analyzes and indexes transcripts of voice calls as they are made available from the existing systems as well as inbound and outbound emails from and to customers.

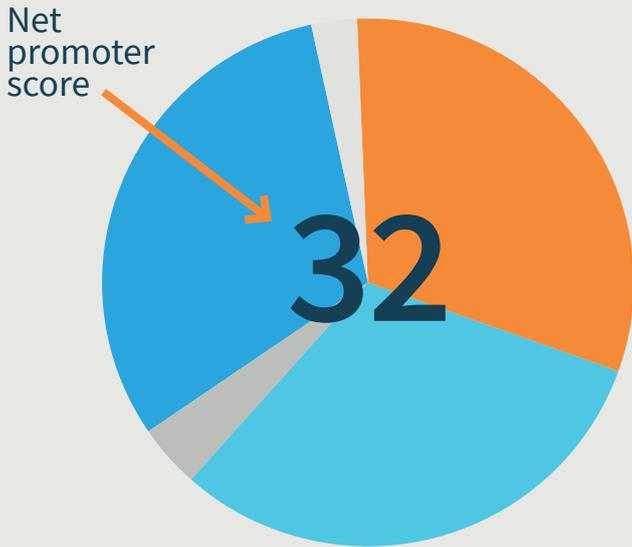
This enables organizations to analyze in real-time the sentiment of their customers as well as gain other insights into customer queries and operator responses.

By utilizing its' inbuilt AI algorithms, the OmniIndex Platform can process text using Natural Language Understanding and then together with its' Lexicon and Thesaurus it is able to determine the sentiment, context, and other valuable data about customer interactions.

Sentiment is never a hard and fast thing you could be happy with one area but unhappy later within an interaction. The OmniIndex Platform takes this into account and using the AI algorithms it will place a probability score against the sentiment with each interaction. This provides more granularity and a more accurate **Net Promoter Score**.

Capturing data in real-time gives better Problem to Root Cause / Resolution Correlation. Providing a **better** overall experience for your customers.

Visualize Data In Real-Time



Create real-time analytic visualizations of your customer interactions. Showing many aspects, including:

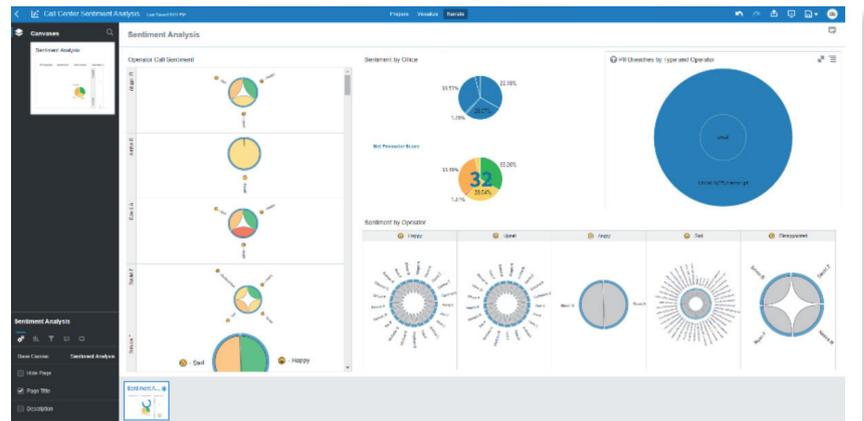
- Sentiment of each interaction
- Actual Percentage of a sentiment
- Operator efficiency based on sentiment and actual Net Promoter Score

Providing accurate up-to-date information about Calls, Chat Bot experiences and Web Interactions.

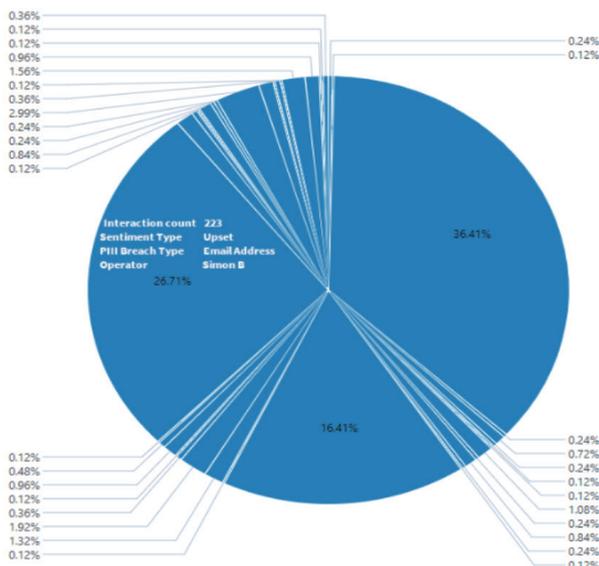
OmniIndex comes complete with connectors for:

- Oracle Analytics Cloud
- Tableau
- Microsoft BI
- Microsoft 365
- Google Workspace

And has a fully open REST API for connections to other systems.



Access PII Breach Data



As well as sentiment analysis OmniIndex will also provide alerts on PII Data breaches, showing where a breach occurred, when and what type of data was breached.

Conclusion

Challenge	Action	Result
Getting reliable Net Promoter Scores from customer questionnaire	Implement the OmniIndex Data Intelligence Platform to read sentiment in real-time from customer Interactions	Instant data about sentiment of a customer from a Web Form, Bot chat or voice call, enabling the Net Promoter Score to be set correctly
Collecting real-time data across all call center applications: <ul style="list-style-type: none"> • Web • Chat Bot • Voice 	Integrated the OmniIndex Data Intelligence Platform in to the Web Form, Chat BOT, and voice transcripts	The OmniIndex Platform can gain data from these sources in real-time providing insights and additional information about customer interactions
Reliably assessing the different customer platform effectiveness	Set OmniIndex Data Intelligence Platform up to provide insights and data about the connected customer platforms	Real-Time analytics and additional information can be gathered from each source and compared against each other showing the effectiveness of each customer platform