



Banking CX, Your Way

This is your experience command centre, built for modern banks that know trust is earned in every interaction, not just transactions.

From branch to app to contact centre, it connects feedback with customer data, turning real moments into real-time insight.

- Simple to use & secure to scale
- Designed for CX leaders who want clarity, not complexity
- Built for teams across frontline, digital, and operational touchpoints

Omnichannel Experience Insights for a Leading African Bank

A leading retail bank needed to understand the customer experience across its contact centres, branches, and digital platforms, at scale, in real time, and with enough credibility to drive real action.

What we did:

- Rolled out a multi-touchpoint VOC programme, covering both in-branch and contact centre interactions
- Enabled real-time feedback triggered by actual transactions
- Consolidated data across 600 branches and 1,200 agents using Eyerys
- Introduced root-cause analysis and automated alerts to support frontline recovery and long-term improvements

The result:

Over 90,000 customer voices captured monthly, feeding continuous service improvements, a measurable uplift in First Call Resolution, and multimillion-rand cost savings. With a single, secure platform, the bank now understands its customer experience down to an individual transaction and can act on it.



CHOOSE SOLUTIONS TO SUIT YOUR BUSINESS

Your solution, your way. Choose what fits, use one module or the whole suite.

Branch Experience Feedback

Capture real-time sentiment after teller visits or in-branch appointments via SMS or email. Triggered automatically, giving every customer a voice.

Contact Centre Feedback

Post-call voice surveys that reveal how customers feel about their agent interactions, supporting agent coaching, escalation, and service recovery.

Digital Journey Feedback

Collect feedback from mobile banking, app interactions, or online transactions to identify friction, improve UX, and strengthen product performance.

Transactional NPS

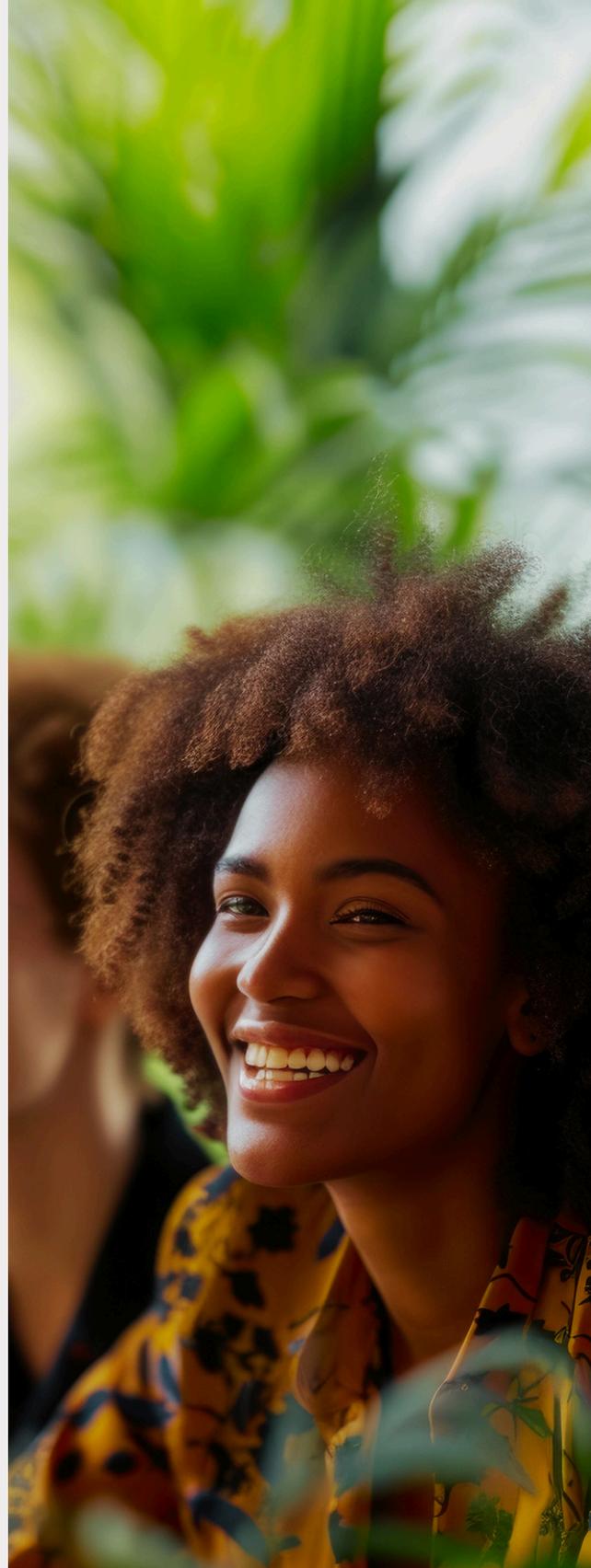
Link feedback to account actions, product changes, or service requests. Benchmark customer loyalty across services and regions.

Root Cause & Escalation Tools

Uncover the drivers behind low scores and activate real-time alerts, so you can fix issues before they become complaints.

Compliance & Security Fit

Stay fully aligned with data protection and governance requirements. Cloud or on-prem, multilingual, and secure by design.



Take the Guesswork Out of Experience

We help banks listen better, act faster, and strengthen trust at every touchpoint, branch, app, or call.

No noise. No complexity. Just CX that fits your world.

Let's build something that works for your teams, your customers, and your future.