SMOKE
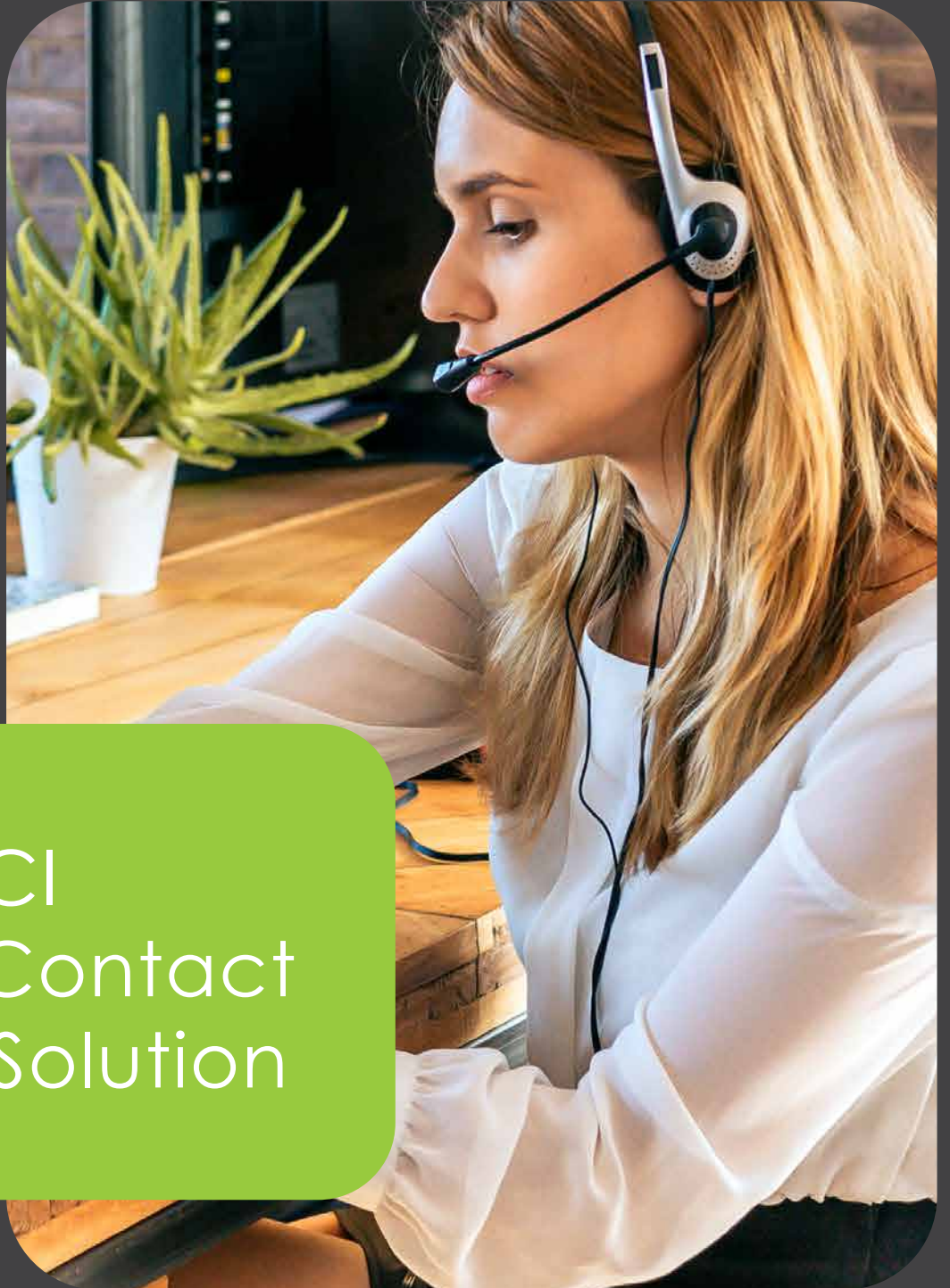
AVAYA
DevConnect
Technology Parter

Smoke CI
Avaya Contact
Centre Solution

Smoke CI's Eyerys Platform Makes Contact Centre Feedback Easy

We the only Avaya DevConnect certified software with a Gartner-recognised survey solution that helps contact centre managers rate, monitor and improve their contact centre agents' performance seamlessly and in real-time.

Integrating directly into your telephony platform means that every interaction handled by your agents is measured. Through voice and digital feedback channels in one platform, Eyerys lets you meet your customers where they are giving you a full picture of your customer experience, in real-time.

Eyerys is the core of our business. Our versatile survey platform integrates into your existing technology to give you robust, real-time Voice of the Customer data.

Flexibly deployed into all major telephony and CRM systems, Eyerys is a secure customer feedback platform that guides, measures and offers compelling insights into your customer experience in a way that encourages action.

Eyery's is a Certified Avaya Partner.

What does this mean for you? Our Avaya certified status means that Eyerys is an official Avaya Connector solution and certified as a trusted third-party application that may interact with and exist in the Avaya Aura 10.1 ecosystem. What's more our open API means you can trigger surveys after every type of interaction and you can integrate your feedback data into your existing business systems.

So whether you want to track specific metrics, make operational improvements, enable service recovery or use KPIs to track your teams using your VOC programme, Eyerys is the only contact centre feedback platform you will need.

Delight Customers and Manage Your Agents

Benefit from these and many more features:

- Avaya DevConnect Certified
- Truly omni-channel with real-time alerts and post-escalation flows
- Transferable across Avaya and other tech stacks
- Flexible questions
- Multilingual Surveys
- Expertise and access to dedicated customer success managers
- No third-party VRS, consulting services or add-ons
- Works with Avaya VoIP contact centres
- AI-driven voice-to-text sentiment analysis, saving man-hours
- Access to contact centre measurement toolkit.
- HIPPA, ISO 2700 and GDPR Compliant.

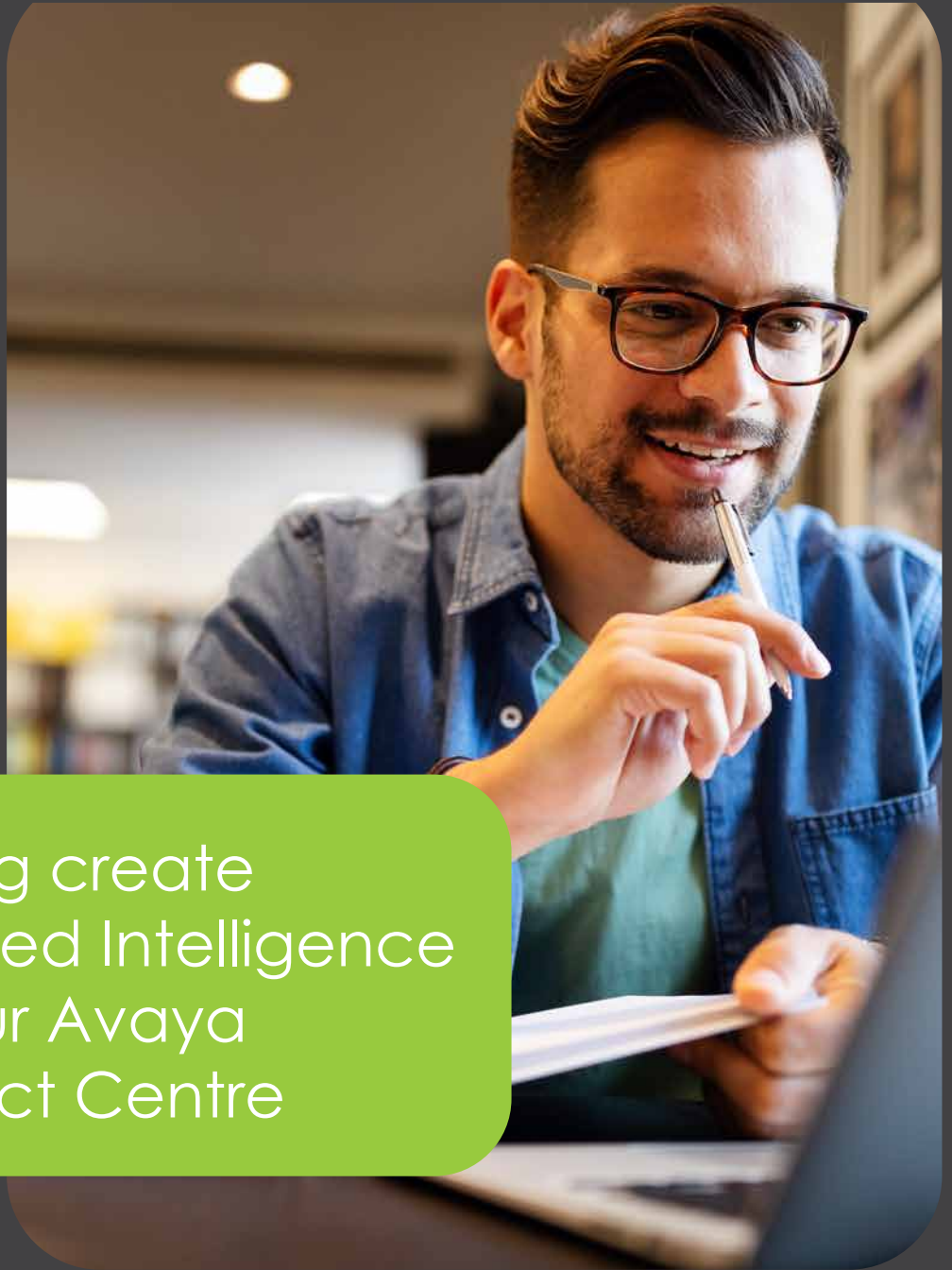GDPR Compliant

ISO 2700 Certified

POPPIA Compliant

HIPPA Compliant

"When we partner with a customer, we relentlessly pursue victory for them by being alert to theirs, and their customer's needs"
~ Andrew Cook, CEO Smoke CI

Helping create
Engaged Intelligence
for your Avaya
Contact Centre

SMOKE

Contact Us