SMOKE

Smoke CI Genesys Contact Centre Solution
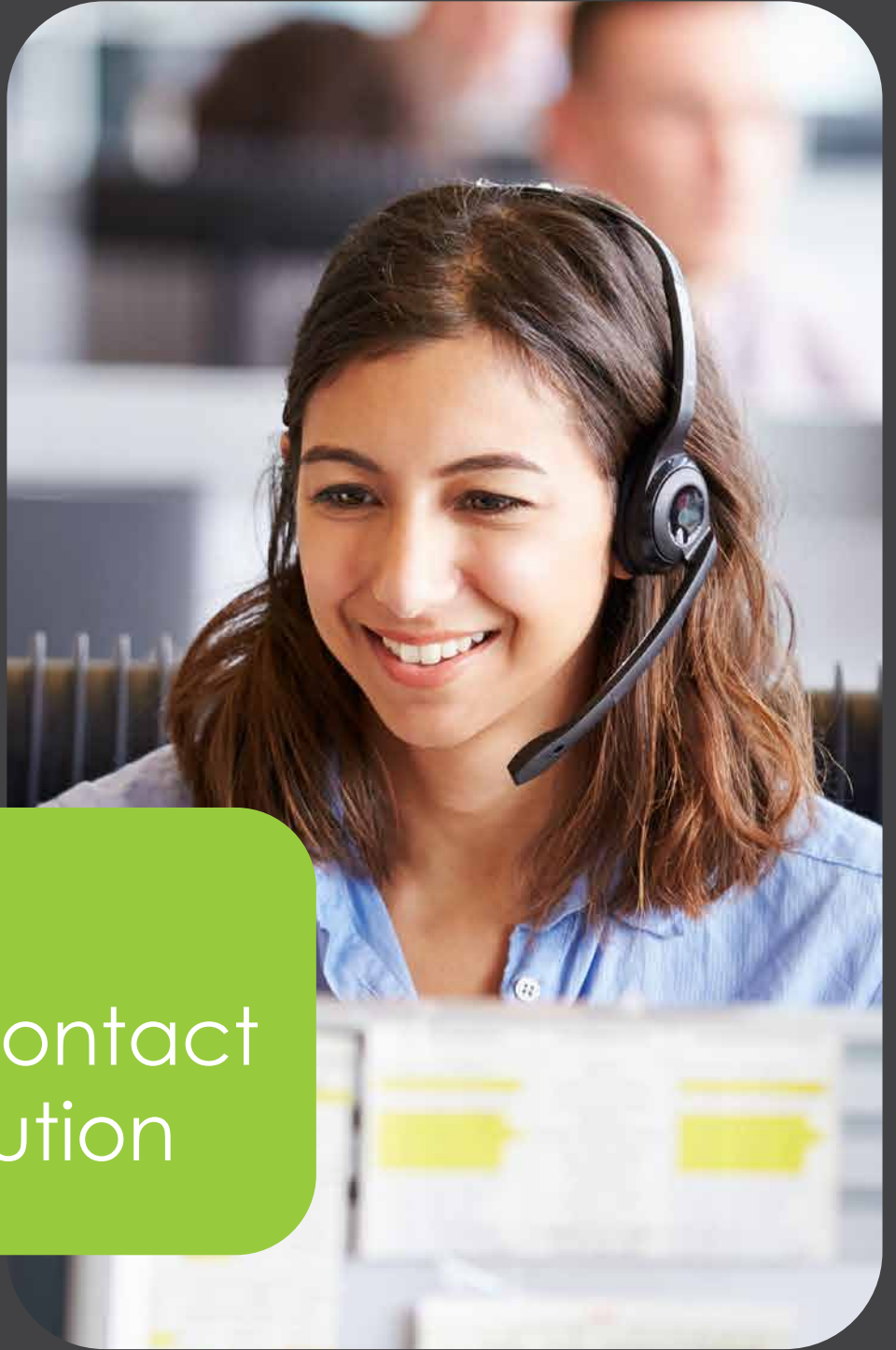
Smoke CI's Eyerys Platform Makes Contact Centre Feedback Easy

As a preferred Genesys AppFoundary Partner, we work with contact centre executives, managers, and leaders to craft an improved customer experience and measure objective agent performance.

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 Genesys Partner.

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AppFoundry Partner

What does this mean for you? Because we are uniquely positioned as a Genesys Partner, we not only appear as a Premium Genesys partner on their website, but Eyerys is easy to install and get up and running in your world.

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

- Genesys Appfoundary Partner
- Single sign-on for users within Genesys Cloud
- Truly omni-channel with real-time alerts and post-escalation flows
- Transferable across Genesys 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 Genesys 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
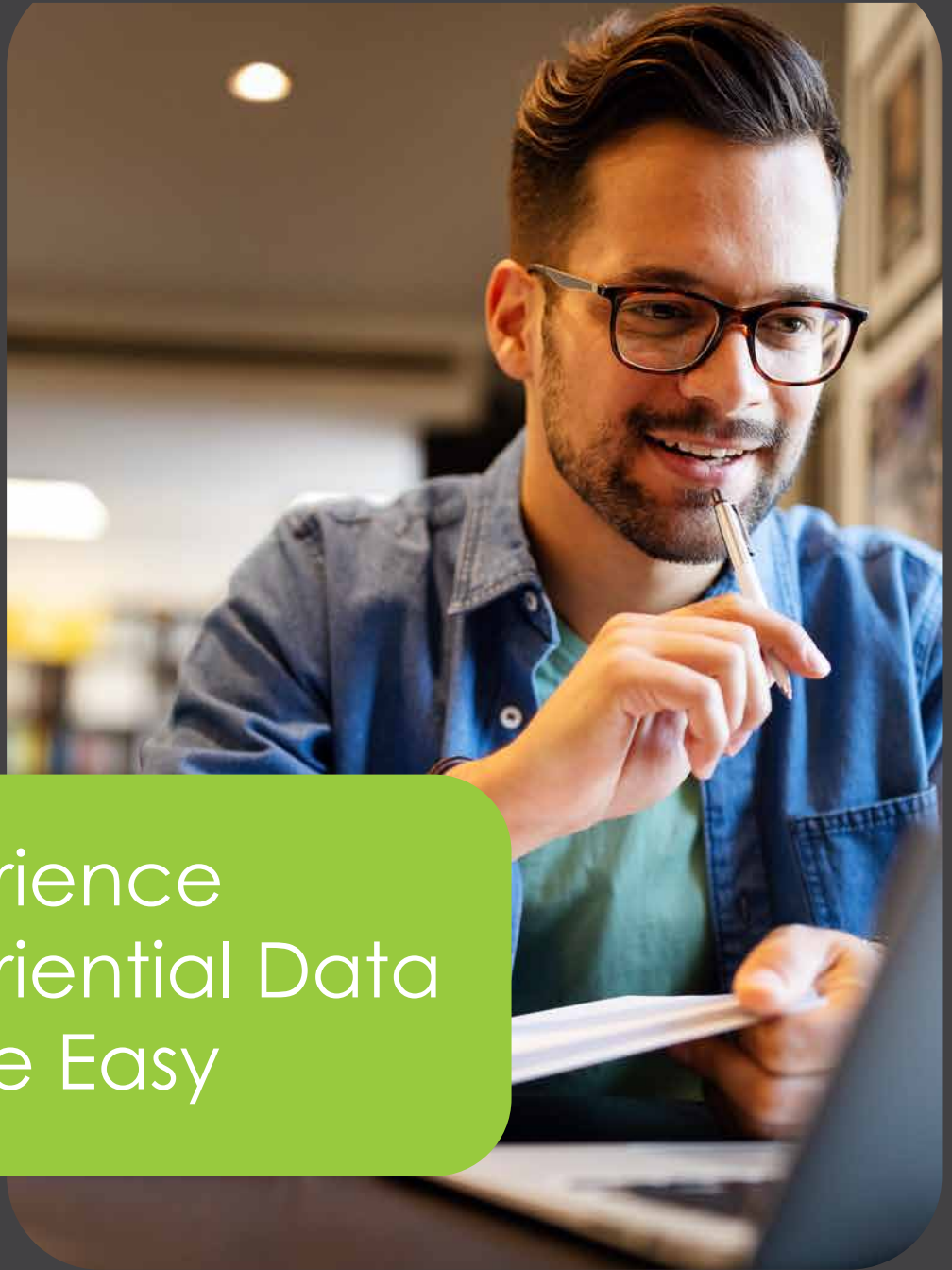
GDPR Compliant

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

Experience
Experiential Data
Made Easy

SMOKE

Contact Us