



**THE BEST
VOICE OF THE CUSTOMER
PLATFORM FOR YOUR
GENESYS CONTACT CENTRE**

CONTACT CENTRE FEEDBACK MADE EASY



Smoke CI's VOC technology, Eyerys, is simply the best contact centre feedback platform out there. 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.



Understand customer experience



Track agent performance



Real-time data insights



VOC IN YOUR CONTACT CENTRE
GIVE YOU THE ABILITY TO DELIGHT
CUSTOMER & MANAGE YOUR
AGENTS

MAKING EYERYS WORK FOR YOUR GENESYS CONTACT CENTRE

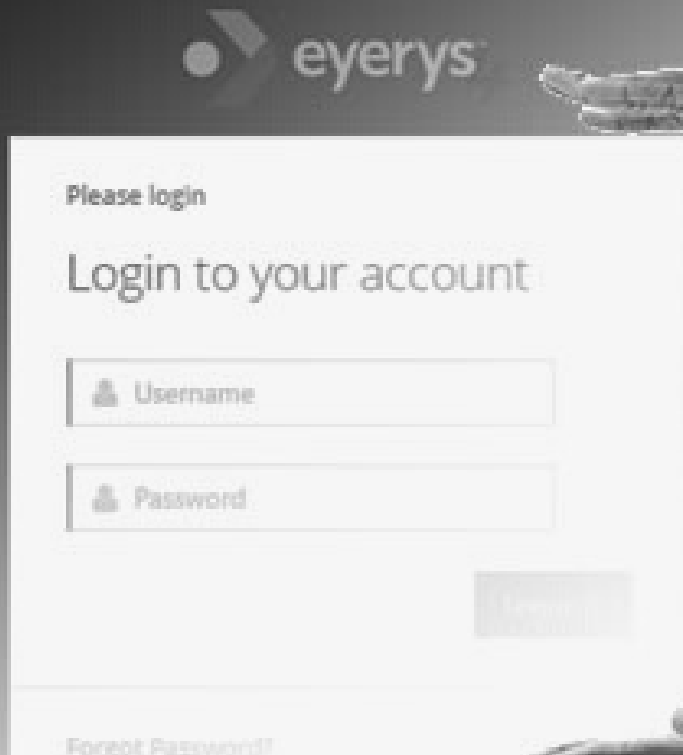
Thanks to Eyerys's unique telephony integration, surveys are delivered seamlessly and interaction data is matched to results, giving you powerful data insights.

Our open API means you can trigger surveys after every type of interaction and you can integrate your feedback data back into your existing business systems.

Whether you want to track a specific metric, make operational improvements, enable service recovery or KPI your teams using the Voice of the Customer data, Eyerys is the only contact centre feedback platform you need.

AT A GLANCE

- Telephony integration
- Omni-channel
- Flexible Survey design
- Sentiment analysis
- Case management
- Agent performance
- Real time reporting
- Open API
- Full EFM
- Expert guidance



WHAT YOU GET

- Premium Genesys AppFoundry Partner;
- Single sign-on for users within Genesys Cloud;
- Omni-channel surveys including post-call voice, email, webchat & SMS;
- Flexible survey and question design;
- Access to contact centre measurement toolkit;
- Sentiment analysis for all verbatim text;
- Case management for service recovery and root cause analysis;
- Role based reporting for agent performance management;
- Real-time reporting;
- Open API for data transfer;
- Full enterprise feedback management for centralised feedback across the organisation;
- Self-managed with access to expert support, guidance and insight ;
- GDPR compliant;

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