

BI & Reporting

Pixel Perfect Reporting Replication

Robust Conversation Analytics

SuccessKPI provides a super framework of CX data combined with an enterprise data warehouse and business intelligence layer — in ONE place. The BI & Reporting tools enable a single source of truth for your customer journey, giving your teams a 360 degree view of the customer journey. With SuccessKPI, unlock:

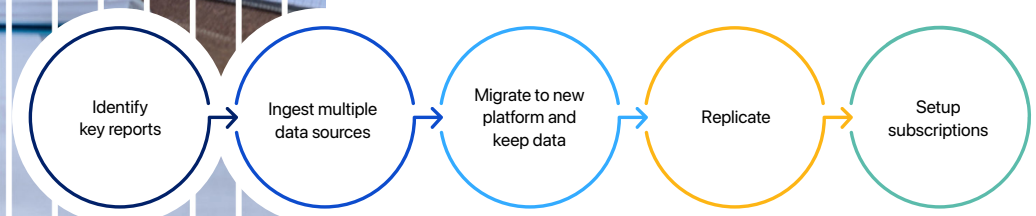
- A full business intelligence layer with data lake house Architecture
- Real-time and historical contact center metrics
- 180+ pre-built connectors to applications
- 50+ out-of-the-box reports and dashboards for rapid deployment
- Visibility across all channels
- Customizable reports with powerful visualizations
- Ability to import and export data with a few clicks and save time with report subscriptions
- Immediate time to value with rapid deployment at any scale
- Access to CCaaS data and any third-party data needed
- Ability to replicate any visualization or chart

Propel Forward with Pixel Perfect Report Replication

When enterprises change toolsets — as part of a cloud migration or toolset upgrade — there's no time to stop business as usual while you implement something new. Functionality must be replicated to keep business moving forward.

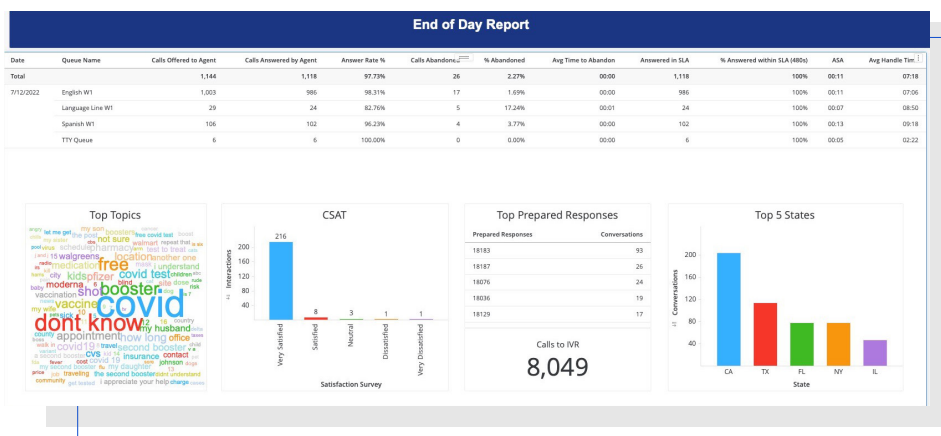
SuccessKPI's platform and onboarding process are purpose-built to replicate your existing reporting so you don't miss a beat.

Pixel Perfect Reporting Replication — Simplified



maximus

20K+ Agent Contact Center Deployed with Pixel Perfect Report Replication



In 2021, the U.S. Center for Disease Control launched a massive vaccination information hotline with more than 20K remotely deployed and trained. At the core of the strategy was the need to rapidly capture and analyze information to drive vaccination information, acceptance, and distribution across the country.

The CDC outlined a key set of cross channel reports that were required for launch. They presented detailed sample reports to Maximus. Key metric calculations were replicated quickly in the early days of the program. With the power of SuccessKPI's BI and Reporting capabilities, the team was able to create a pixel perfect replication of traditional and advanced reporting needs within 24 hours of deployment including custom metrics and attributes. The standardized reporting leadership and Health of Human Services immediate access to critical information in a format they were familiar with and prepared to act on beginning on day one of deployment.



Safe, Secure, Compliant

SuccessKPI makes the privacy and protection of the data on our network and platform our #1 priority. In addition to platform security features such as automated PII redactions, SuccessKPI has established a full framework of policies and procedures to protect data in transit and at rest in our SaaS platform. These policies and procedures meet the highest industry standard and are audited and certified regularly in accordance with leading security and operational performance standards. Including PCI, SOC2, HIPAA, ISO 27001, GDPR, CCPA, FedRAMP and LGPD.s.

All-in-one platform

Contact center analytics

Speech and text analytics

Playbooks

Quality management

Scale with 100% cloud SaaS

Our secure, high-performance serverless platform is ready to handle any size contact center, whether you have 50 agents or 5,000+.

Get immediate value

Set up the SuccessKPI platform in minutes with an out-of-box connector with leading cloud contact center platforms