

THE BEST VOICE OF THE CUSTOMER PLATFORM FOR GENESYS ENGAGE & CONNECT



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 feedback platform you need for Genesys Engage or Pure Connect.

AT A GLANCE

- Premium Genesys AppFoundry Partner;
- 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 managements to enable service recovery and root cause analysis;
- Real-time and role based reporting for agent and team KPI's;
- Open API for data transfer into existing business systems;
- Full enterprise feedback management for centralised organisation feedback
- Self-managed with access to expert support & guidance;
- GDPR compliant;

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