

# THE BEST VOICE OF THE CUSTOMER PLATFORM FOR GENESYS CLOUD



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 Cloud.

## AT A GLANCE

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

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