

Digital first:

Modern omni-channel measurement to boost digital adoption



Understand how to improve your digital experience. Fragmented listening can lead to gaps in understanding and missed opportunities for enhancing the patient experience across touchpoints.

By modernizing how your organization selects and compares metrics across channels, you will gain a clear view into the full patient and employee journeys, and identify ways to reduce the time it takes to close the loop on patient issues.

How we deliver

Metric prioritization:

Select the right metrics for comparison across channels and understand the impact one has on the other



Cross-channel visualization:

Create a high-level view of cross-channel metrics in a customized dashboard – a one-stop shop for customer listening

Our advantage



Understanding of the key early indicators for measurement across channels: first contact resolution, satisfaction and accomplishment



Customized dashboards for various roles (e.g. executive, manager, analyst) to visualize data trends across channels including digital touchpoints and contact center

Potential outcomes

Cross-channel comparison of key metrics view of the performance and where to focus

Sparks informing digital transformation and investment priorities

Proactive reputation management

Predict and prevent complaints

