



Service Insight



Customer Engagement For The Whole Office

Service Insight is a cloud-based and HIPAA compliant customer engagement solution designed to elevate the customer service experience by providing in-depth customer analytics to every department. With an experience similar to a contact center designed for your internal teams, it helps optimize customer experience and engagement with your brand.

Service Insight Features



Platform

Service Insight is accessed via web-based agent desktop and cloud-based deployment to support remote customer service professionals and internal teams.



In-Call Experience

Enjoy a super in-call experience with Supervisor Heads Up Display and Supervisor Agent Monitoring.



Queues

You have complete control over your queues with a full-featured Auto Attendant, unlimited queues, queue monitoring and dashboards, and a queue creation wizard tool.



Post-Call Management

Leverage post-call reviews, Net Promoter Scores, and historical data and trend analysis to enhance