Improving contact center & business performance with eMite

eMite is a real-time dashboard solution that dramatically enhances contact center and business performance. With eMite, reports that take weeks or months to generate using traditional BI tools are available within seconds, allowing organizations to predict and avoid customer service issues, drive innovation and secure competitive advantage.

Used in contact centers spanning five continents, eMite aggregates and correlates data from multiple business sources, including third-party tools like Salesforce, Microsoft Dynamics CRM and workforce management systems, to deliver both historical and live actionable insights in an easy-to-follow format that can be customized for different users.

Now available as a premium service with PureCloud and PureConnect, eMite lets customers measure, monitor and improve operational performance like never before.

Due to its Elasticsearch index engine, only eMite can analyze vast amounts of data within seconds, empowering managers to make informed decisions on the fly.

For example, as call queues approach preset thresholds, workloads can be re-prioritized to prevent call abandonment and maintain customer satisfaction. Automated outbound initiatives are also made possible, such as renewal drives where customer details are served to agents for calling in order of contract value and expiry date.

Unlike traditional business intelligence (BI) solutions, a typical eMite implementation is completed within just 48 hours. So, as well as being more affordably priced (and offered as a simple monthly subscription) customers reap the benefits of their investment in eMite almost immediately.

Respond to shifting call volumes in real time

Improve customer experience, reduce call wait times

Manage intra-day queue volumes

Increase agent productivity and retention

Reduce administration

Make monthly reports obsolete

Compare agent performance

Drive continuous improvement via transparent reporting

Monitor and manage KPIs in real time

Reduce recruitment and agent onboarding costs

Reduce call abandonment rates

eMite
REAL-TIME INSIGHT

With eMite there is no need for customers to purchase new hardware, licenses or processing power. And there's no need to spend more on data warehousing, consulting or development resources.
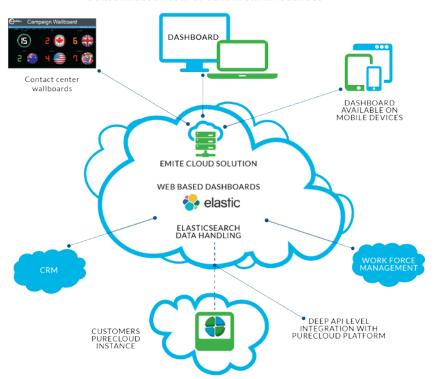
eMite gives people and organizations the clarity they need to drive ongoing operational improvements that deliver genuine competitive advantage.

Easy to configure using a simple drag-and-drop tool, eMite is built with powerful connectors to the 80+ common systems and data sources necessary for delivering real-time actionable insight. Developed with a deep understanding of contact center and IT operations, eMite comes pre-built with all the tools an organization could ever possibly need for delivering unbeatable customer experiences.

Scalable and highly adaptable to literally any organizational model, today and tomorrow, eMite is not tied to any specific underlying technology, so data can be onboarded from any process or system.

The possibilities are endless.

Key benefits:

- Faster response to issues

- Build customer loyalty and lifetime value via personalized services

- Shorter innovation cycles due to continual improvement

- Break down business silos with clear, simple reports

- Educate, enable and professionalize staff

- Reduce risk and improve corporate governance via transparent, unifying systems and reporting

- Fine-tune training and reward programs through better insight

- Faster speed to value compared with traditional BI implementations

Consolidated view of data from all sources

eMite
REAL-TIME INSIGHT