



Driving business success with actionable insights

Data is the lifeblood of every organisation that operates in the modern digital economy. But data alone is meaningless without the ability to visualise metrics and extract key insights.

Yet the traditional report-building tools that clients are forced to use have never changed, and traditional product-building has never evolved to embrace the new world of cloud computing.

Turn data into actionable insights that drive better business decisions and operational outcomes with Pivotal Insights. Our powerful cloud-based visualisation tool will change the way your business interacts with data.

About Pivotal Insights

Pivotal Insights is an intuitive cloud-based non-technical BI data-building solution that is hosted, secured, and maintained within Microsoft Azure infrastructure.

Our solution makes data flexible, informative and a lot more fun to work with, while improving decision-making and maximising business value.

Pivotal Insights integrates with Genesys Cloud to deliver data visualisation for enterprise communications and collaboration and contact centres.

Capabilities include:



Web chat transcripts - emailed to client after a chat is completed.



Email reminder 'cherry picking' - postpone emails and create reminders for later reply.



Predefined replies per queue and division, and an advanced version of canned responses.



Conversation recorder with search functionality per division and queue.



Smart routing for priority allocations based on CRM data.



After-call survey saved with interaction ID of existing call and viewable on the dashboard.

Control your data

Take control of how your organisation visualises mission-critical data. Pivotal Insights' Software as a Service (SaaS) shared model is designed to respond to what customers need, rather than what developers think clients require.

This cloud-based data platform is fully customisable to meet and evolve with your data visualisation requirements to deliver the information you need in the format you want.

The solution architecture enables Pivotal Data and our clients to craft purpose-built functionality and extract bespoke reports without the need for additional custom development.

Implement Pivotal Insights in your business to:

- Create data-driven business strategies
- Initiate a continuous digitisation roadmap
- Help clients make better decisions regarding customer satisfaction

Future-proof your data insights

The flexible backend engine we've developed and the solution's global shared client SaaS model supports future enhancements. This means the solution never dates and can be used forever.

The frameworks are built with scalability in mind across any space to allow the solution to grow with your business.

Market-leading solution

Pivotal Insights also addresses many of the issues experienced with traditional data visualisation and reporting tools, such as:

- High costs and service fees
- System inefficiencies
- Inflexible systems with little customisation
- Complexity in development and operation
- Long implementation times
- Poor usability and UX design
- Data inconsistency
- Reporting latency
- Low business user adoption rates

Benefits

Create cost efficiencies

Genesys Cloud continuous API call reduction saves clients on their monthly bill. Enjoy better than market-related pricing to keep costs down.

Mitigate human resource costs related to expensive in-house developers.

Secure data management

No data storing, only caching, including real-time and historic client data. Minimal collected data stored on workgroup, agents and wrap codes. Client Genesys Cloud secret stored in a secure vault with single user access. Security frameworks built according to ISO security standards. System secured with username and password authentication at log-in.

Enhance operations

Genesys Cloud data integrates with Siebel and other CRM stores and data warehouses (for specific clients).

URL based access for remote viewing on any internet-enabled device. Reduce reliance on internal resources with automated/remote Genesys Cloud API change, fault and fix monitoring, code updates, and Microsoft Azure version updates.

Boost productivity

Boost employee recognition by identifying good agent performance. Identify, address, and resolve agent issues with real-time reporting.

Improve customer retention by proactively identifying problem areas. Shorten the supervisor feedback loop by designing intelligent reporting. Decrease manual workloads among supervisors and reallocate these resources to more productive areas to increase ROI.

Features

- Easy to install – active within 5 minutes
- Includes auto delete feature
- Real-time back-end event handling
- PDF, Excel, CSV & Word exports
- Company daily grid overview
- Real-time dashboarding
- Data warehouse integration capabilities
- Genesys Connect and Engage client reporting migration included
- No licence to view Pivotal Insights

Client add-ons for Pivotal Insights include:

- Conditional formatting
- Field list selection and drill-downs
- Drag column headers
- Select / deselect column
- Print
- Granularity selection

Reporting capabilities

Client-designed customisable reports for Pivotal Insights enable customers to extract raw data and apply customised data filters for bespoke reporting.

Access 360-degree visual reporting functionality across multiple media types. Multiple visualisation options ensure engaging and easy-to-understand reporting with graphics that include Bar, Line, Area, Scatter, Polar, Bubble, Radar, Pie and other graphs.

Reporting features:

- No technical assistance required when using the report building application.
- Mix and match data requirements on custom reporting and raw data.
- Customise operational reporting across different media types.
- Provides client-requested and shared reporting.
- Real-time back-end event handling.
- A report API to integrate into BI tools.

Available reporting metrics include:

- Conversation aggregate
- Daily team adherence
- Raw data
- Agent metrics
- Quality
- Evaluation aggregate
- Evaluation score
- Aggregate
- Trend analysis
- Metrics
- Not answered
- Answered
- SLA
- Out of SLA
- Best time to dial