



IntelligenceHub

Eventus IntelligenceHub

IVR	ACD	CRM	WFM	QA	HRIS
Provides Interactive Voice Response data such as menu options selections, and self service containment.	Provides data on call transactions, such as Average Handle Time, calls offered, and After Call Work.	Provides data such as call type, agent notes, Knowledge Base, First Call Resolution Rate, and back office work.	Provides data on agent information such as adherence to schedule.	Provides data on quality assurance such a Quality Assurance score, and performance trending.	Provides human resources data such as payroll, performance improvement plans, and tenure.

Most contact centers struggle to get unified information about their operation. Some operations solve this problem by pulling data from multiple sources and combining them on a one-off basis, leading to inaccurate data, slow time to produce, and greater expense.

Eventus IntelligenceHub unifies data from multiple sources and provides meaningful insights and analytics across the entire operation in an interactive user interface on any device.

This enables reporting use cases such as:

- Handle time by call type
- Agent scorecards
- Outlier management
- Quality assurance score
- Knowledgebase usage
- Schedule adherence
- True First Contact Resolution (IVR & ACD & CRM)
- Cost per call by call type
- Performance tracking to budget
- KPI trends over time
- Geographic contact analysis



Why Should I Consider Eventus IntelligenceHub?

Challenge 1:

Analytics Are Not Integrated Throughout The Customer Experience

- Without unified data, contact centers have limited ability to streamline scheduling, optimize coaching, and align agents' call incentives with corporate initiatives.
- Contact center managers have a difficult time seeing a holistic view of contact center operations because of siloed systems, spreadsheets, and various custom reports.

Challenge 2:

Data Integrity Is Not Maintained Through Platform Changes

- Data sets can be so large and complex that it is virtually impossible to process and analyze using traditional methods.
- Replacing a major system, or making a minor change to a process can make it difficult to keep your data up to date.
- Flat data-table modeling is an outdated and inefficient method when attempting to unify data across multiple platforms.

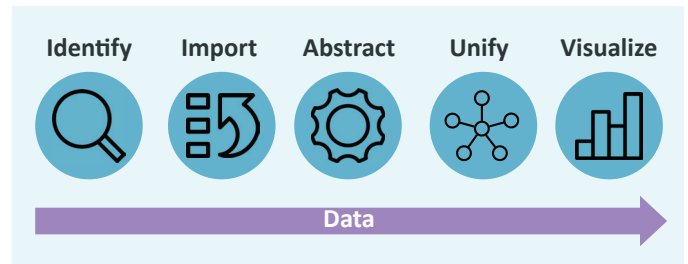
Challenge 3:

Impossible To Enact Positive Change Without Data-Driven Decision Making

- Data-driven decision making is the only way satisfy everyone: customers, employees, management, and executives.
- Without rich and trustworthy data, many strategic contact center initiatives are launched with no insight into their potential value.
- Improving the contact center workforce is impossible without knowing where individual agents need help, or can serve as peer leaders.

Unity Data Sources and Everyone Wins

Eventus has developed connectors that allow us to abstract data from different technologies. Eventus uses proprietary join algorithms, data normalization processes, and unique table schemas to load the data into our "Unified Data Model." This model and data ingestion process allows us to easily retrieve IVR, ACD, CRM, WFM, QA, and HRIS data regardless of the source.



Eventus IntelligenceHub Ecosystem

From this unified data we can then slice and dice the information to produce in depth reports including;

- Agent Productivity
- Handle Time
- Agent Utilization
- Agent Adherence
- Quality Scoring
- Service Level Analysis
- Call Volume Analysis
- Incident/Ticket Volume
- Social Media Analysis
- Back Office Productivity
- Labor Spend
- Outlier Management

Eventus IntelligenceHub includes dozens of data dashboards with hundreds of individual report views.

New reports are created and published on a quarterly basis! These dashboards allow us to provide relevant contextual data sourced from the different technologies so you no longer have to rely on manually piecing together data in Excel. Our team is constantly reviewing the data flowing into our platform and developing new reports and visualizations which we push out to our clients every month, at no additional cost.

