

sandsiv+

SANDSIV+ ANALYTICS

Actionable insights
into your CX program

sandsiv.com



Advanced CX analytics have changed the game

Managing customer experience through a systematic approach to data analytics

Customer experience analytics and a data-driven approach can be used in many ways to better understanding customers' points of view, pain points, and experiences with a product or service.

SANDSIV and its advanced CX analytics solutions allow businesses to filter, and analyze data, aggregating it into actionable insights and observe how they interact with your business systems and operations.

Your opportunity:

1

Taps into more qualitative information to uncover richer insight rather than insights stacks of metrics

2

Insights continuously educate the company about problems & opportunities

3

Analyses the context of interactions to provide a view of the whole customer journey

4

Capitalises on the fact that most customers have omnichannel interactions

5

Focuses on delivering enterprise intelligence rather than limited to measuring customer feedback

How we do it

AI-enabled analytics customer
customer insights high-impact discover

Advanced AI technologies, including augmented Natural Language Processing (NLP) and Deep Machine Learning (DML) as well as Data Visualisation & Reporting, are used to provide for the increasingly unsupervised production of faster and more accurate actionable insights

AI-enabled customer analytics finds all relationships in the data that exist (without expressly being told what to look for).

It can predict the likelihood of future behaviors **SANDSIV** leverages its proprietary IT solution with market leading open source technologies, supporting its reputation as a leader of innovation.

“USING SANDSIV
ANALYTICS, WE’VE
BEEN ABLE TO
UNDERSTAND
MOTIVATIONS BEHIND
OUR CUSTOMERS’
BEHAVIOR AND TAKE
A LOOK AT
BRAND PERCEPTION

Head of Customer Services
Insurance client

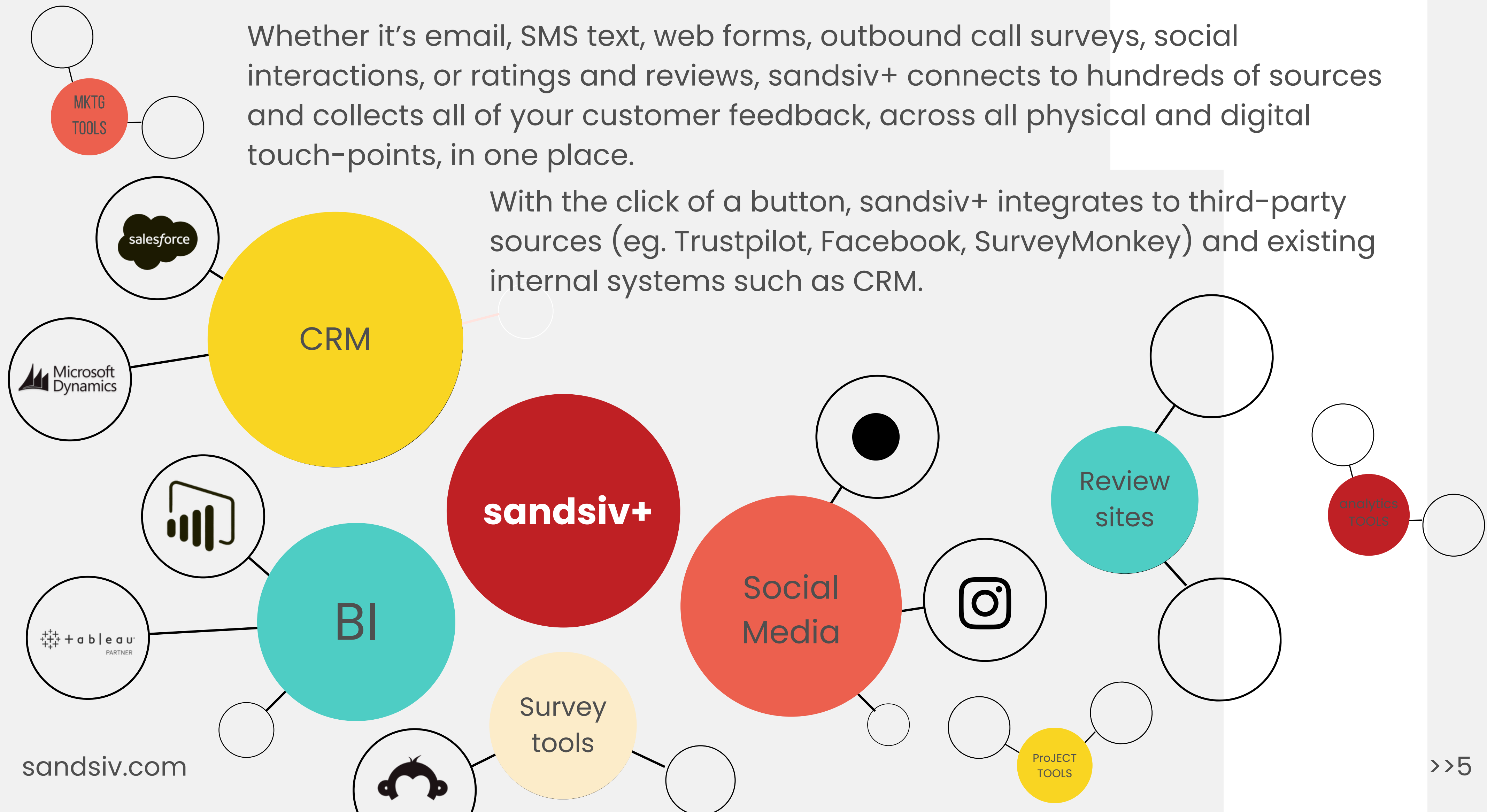


Key capabilities

Organize & correlate every customer conversation from any Source

Whether it's email, SMS text, web forms, outbound call surveys, social interactions, or ratings and reviews, sandsiv+ connects to hundreds of sources and collects all of your customer feedback, across all physical and digital touch-points, in one place.

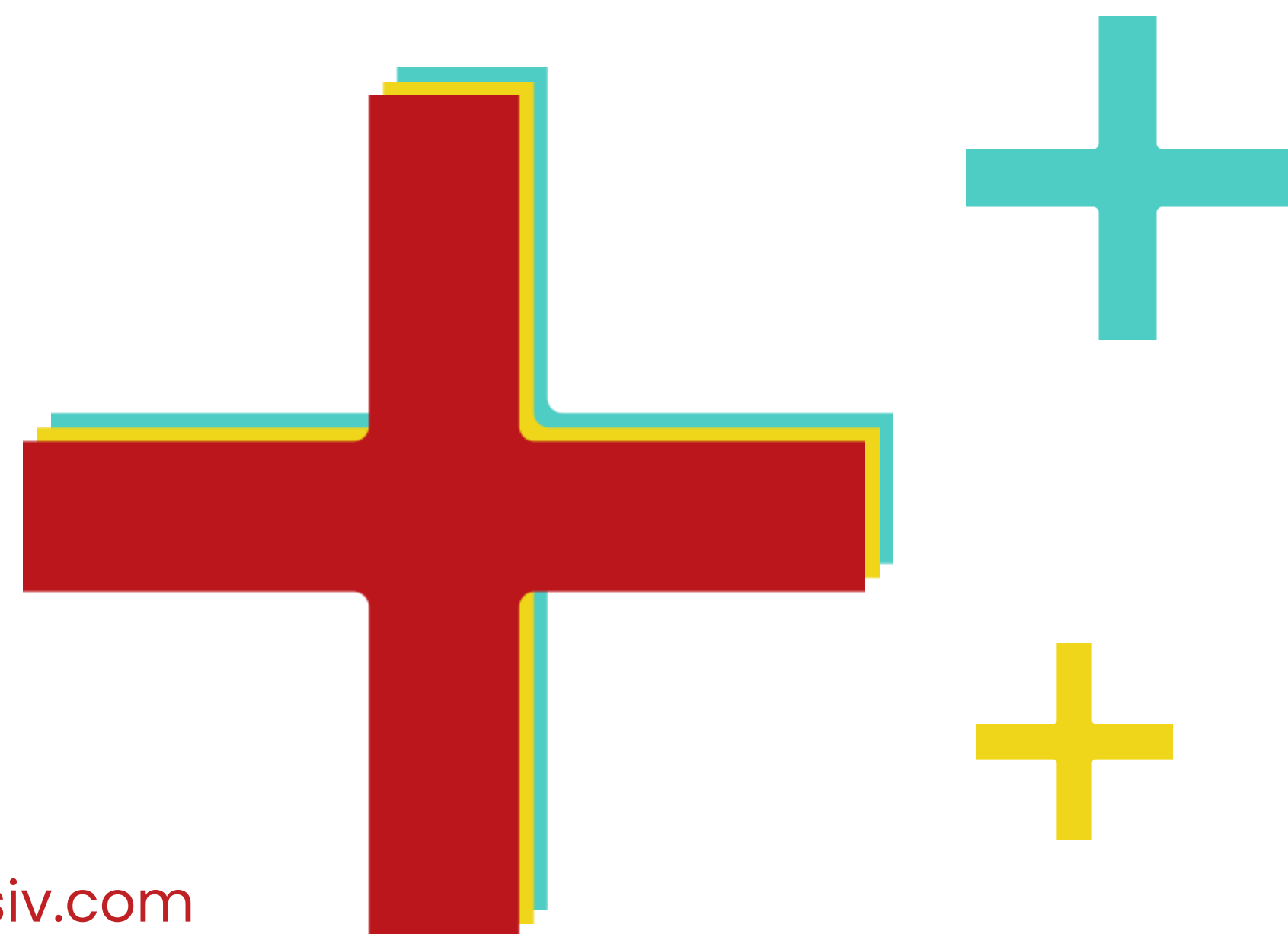
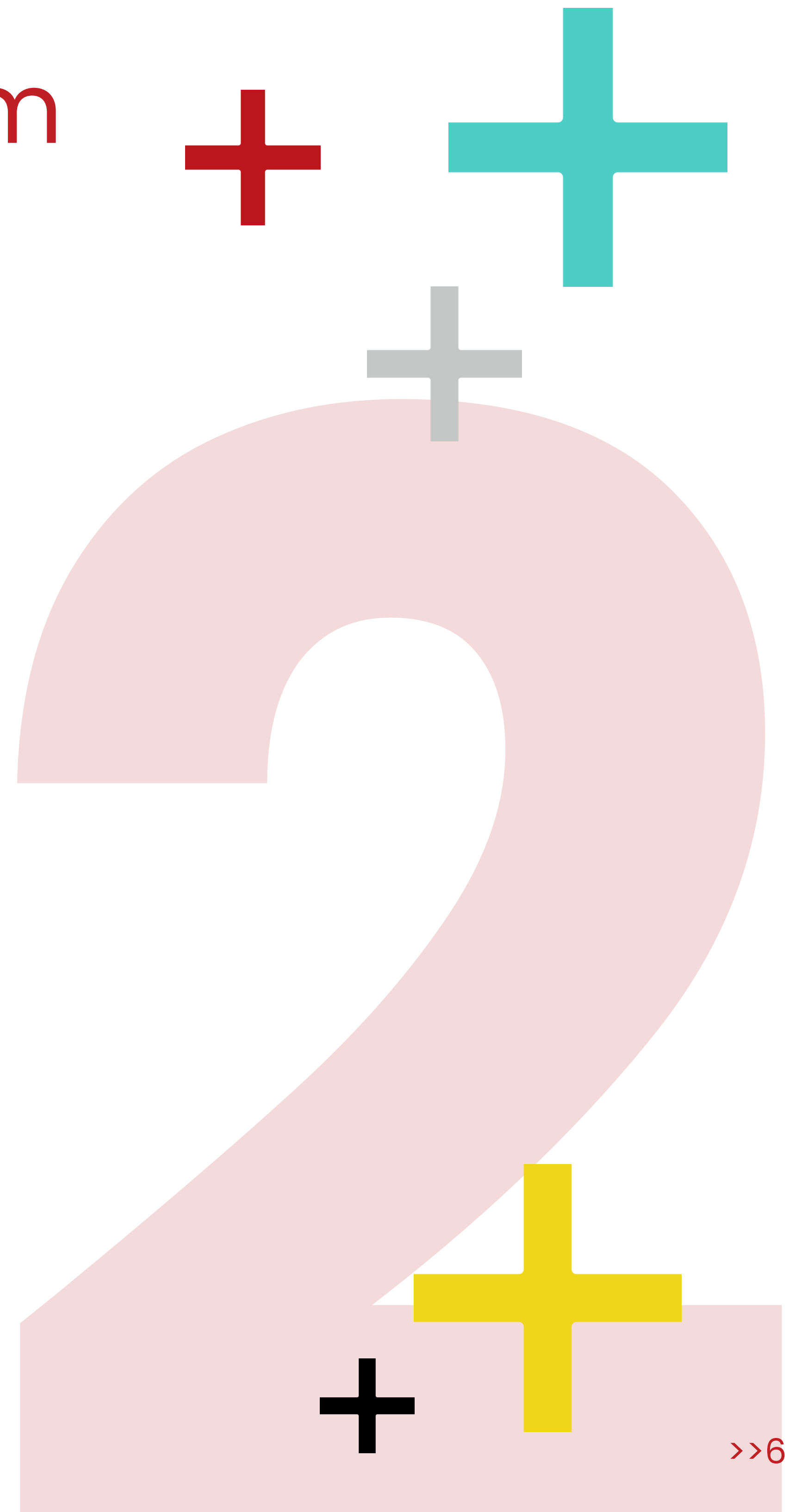
With the click of a button, sandsiv+ integrates to third-party sources (eg. Trustpilot, Facebook, SurveyMonkey) and existing internal systems such as CRM.



Creates meaning from otherwise unstructured data

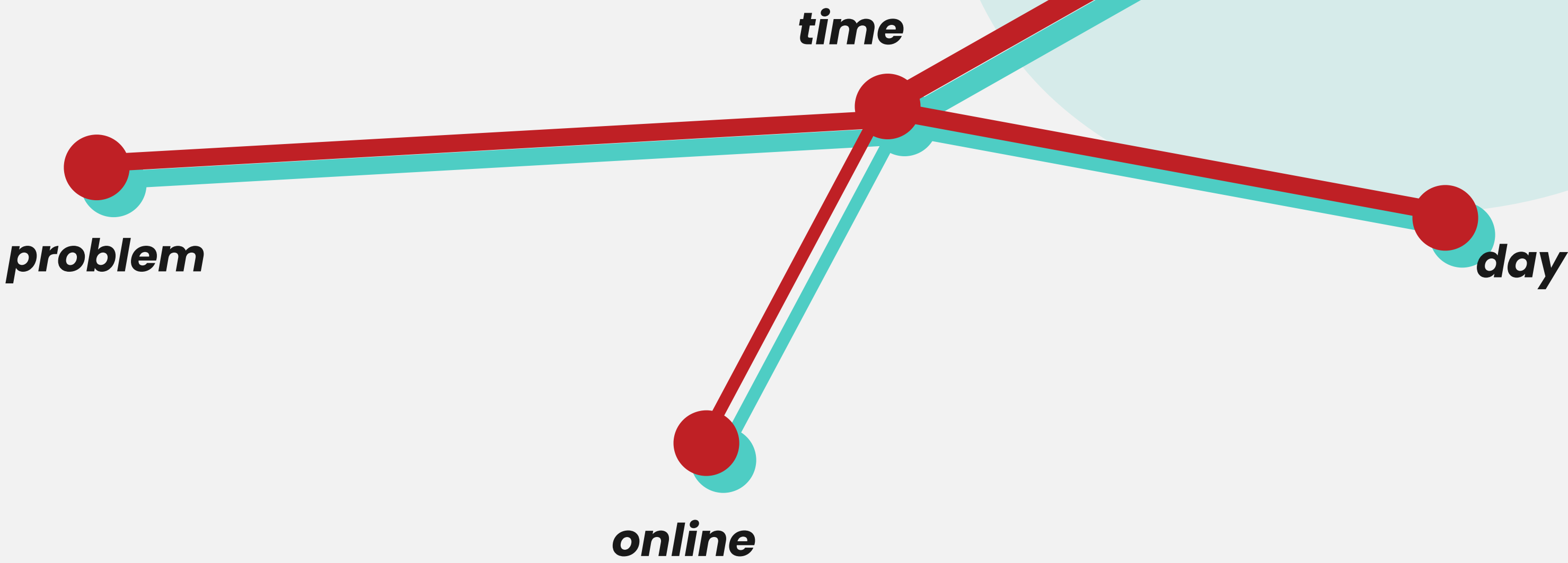
A set of features that provide an automated analysis of an interaction's content, extracting relevant information, and transforming it into useful business intelligence.

SANDSIV uses unique linguistic algorithms coupled with a graphic user interface.



Identify trends before they take off

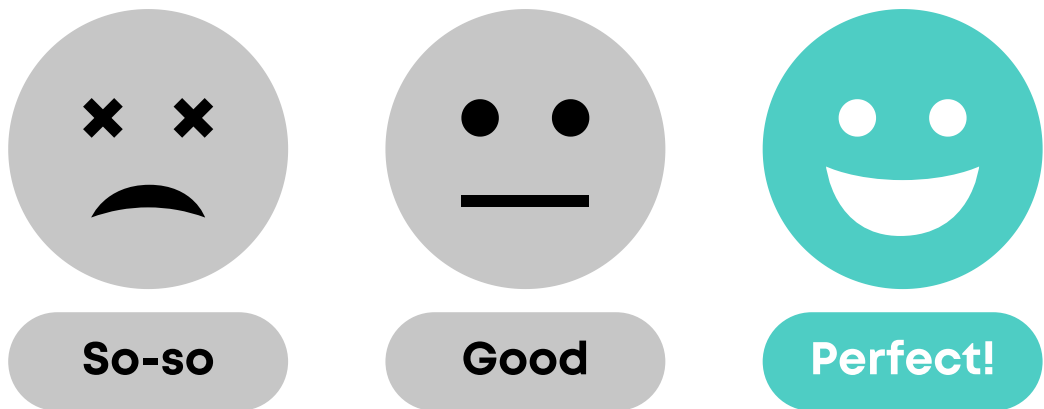
Our Text Analytics tool automatically constructs thousands of clusters of related themes, so you can dive deep into what's truly driving customer loyalty. Through Co-occurrence and Correlation analyses, you can count the technique of paired data within a collection unit and discover the relationship strength between at least two lemmas (words).



Assess customer' sentiment towards your products, brands, and services

Does our perform classifications on thousands of texts per second with higher accuracy levels than humans! Was a phrase spoken by a customer positive, negative, or neutral? Sentiment analysis provides insight into a customer's attitude throughout an interaction.

All business users can analyze large volumes of customer data in real-time by automatically classifying relevant customer insights.



Real-time monitoring & Customizable dashboards

Measure standardized and bespoke customer metrics and other KPIs to understand customer sentiment and behaviors.

Customize report views and meet every team’s reporting needs and provide them with the most relevant view of the data. Each widget and graphing option can be configured to have a drill-down capability to analyze data more deeply.

