

Get the most out of your data with a quick 'Pulse Check'

Do you know how many customers will contact you next month - and why? More importantly - do you know how to reduce that volume?

With CXI Pulse Check, you get instant, actionable insights to optimize your customers' experience.

Just 3 simple steps to valuable insights:

1

Connect easily

no setup,
no integration

2

Select your KPIs & focus areas

3

Get insights and recommended actions that drive real improvement

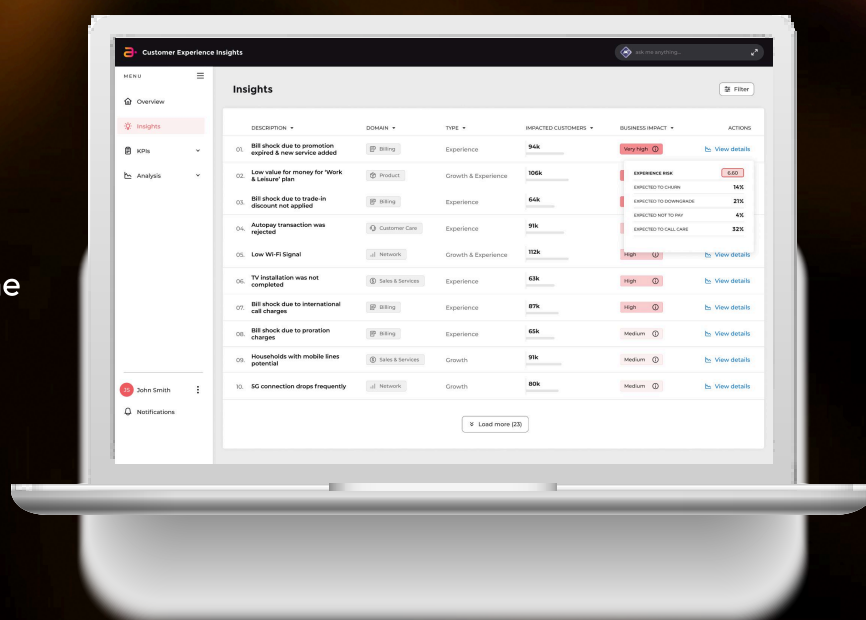
Sample Insights:

- Bill spikes causing bill shock
- Charge discrepancies vs. customer expectations
- Low value-for-money indicators for specific segments

Sample KPIs:

- Lower Average Handling Time
- Improve First Call Resolution
- Boost tNPS
- Reduce call volume
- Minimize disputes

Here's what you expect to get:



What do we need from you?

A one-time data snapshot of bills and calls' transcripts.

CXI Pulse Check is easy to use



No integration



No setup efforts



No bill of materials



Eco-system agnostic



Intuitive & configurable UI



Up to 2 weeks to show value

Found it useful?

Pulse can be extended

Pulse check can be extended to a full CXI solution, supporting over 250 data features with continuous and extended insights and predictive recommendations at macro level and customer level.

Want to learn more?

[Visit here and contact us](#)



"Amdocs Customer Experience Insights uniquely discovers insights and friction points across multiple Telecom domains in order to provide actionable recommendations to the CSPs on how to proactively engage with their customers"

Roz Roseboro, Principal Analyst,

