Five9

CXINDEX™

A Customer Feedback Solution
Delivering better outcomes
for you on Five9

CX INDEX™

CUSTOMER EXPERIENCE MANAGEMENT WITH CX INDEX

CX Index™ is a feedback management platform, known in the industry as a Voice of the Customer (VoC) application. The platform presents customer feedback with powerful reporting, analysis and case management tools.

Introducing the CX Index platform to your organisation will enable you to

- **Reduce customer effort**
- **Increase customer loyalty**
- **Increase customer advocacy**

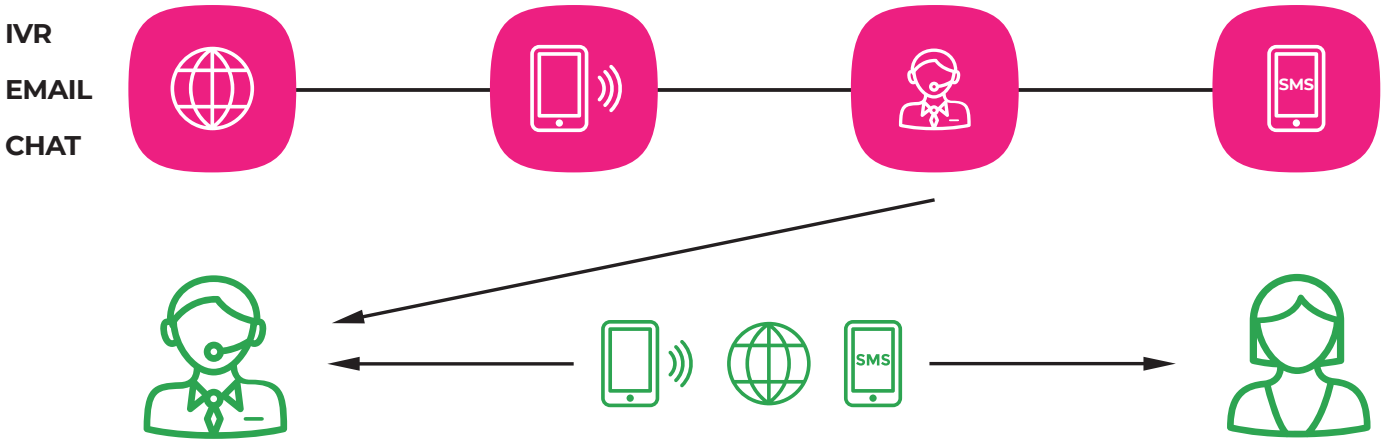
ENGAGING FEEDBACK FORM DESIGN

The first port of call when setting out on a VoC programme is to design a feedback form. CX Index designs aesthetically engaging feedback forms that are attractive on the eye, as well as being responsive to mobile.

CX INDEX™

CHANNELS

CX Index has omnichannel capabilities meaning you can capture feedback from your customer in the channel through which they have contacted you.



VOLUMES

CX Index differs from the main incumbents when it comes to volumes in that we do not penalise high response rates by charging more for more responses. We believe that our customers should achieve as many responses as possible, and with our model, there is no conflict of interest in our customers achieving a highc response rate.

INTEGRATION & AUTOMATION

CX Index integrates with Five9 to give you the context needed to improve customer experience.
Meta-data available includes:
'company' , 'campaign', 'conversationID', 'clientID', 'clientContactListClientID', 'clientEmail', 'clientName' 'clientPhone', 'agentsIDS', 'agentsData', 'contactListID', 'surveyHashID', 'mainAgentID, 'mainAgentName', 'queue'
CX Index can also integrate with a host of other solutions including SAP, Salesforce and MS Dynamics to further augment your integration.

Microsoft Dynamics

SAP

salesforce

DASHBOARDS

CX Index prides itself in delivering the most engaging and user-friendly dashboards on the market.

CLOSED-LOOP FEEDBACK & CASE MANAGEMENT

CX Index's case management feature is where you can monitor, filter, analyze, review and respond to all customer feedback.

TEXT ANALYTICS

CX Index's text analytics is based on sophisticated Natural Language Processing (NLP) technology that is fully integrated with your quantitative data.

STATISTICAL ANALYSIS & CUSTOMER INSIGHT

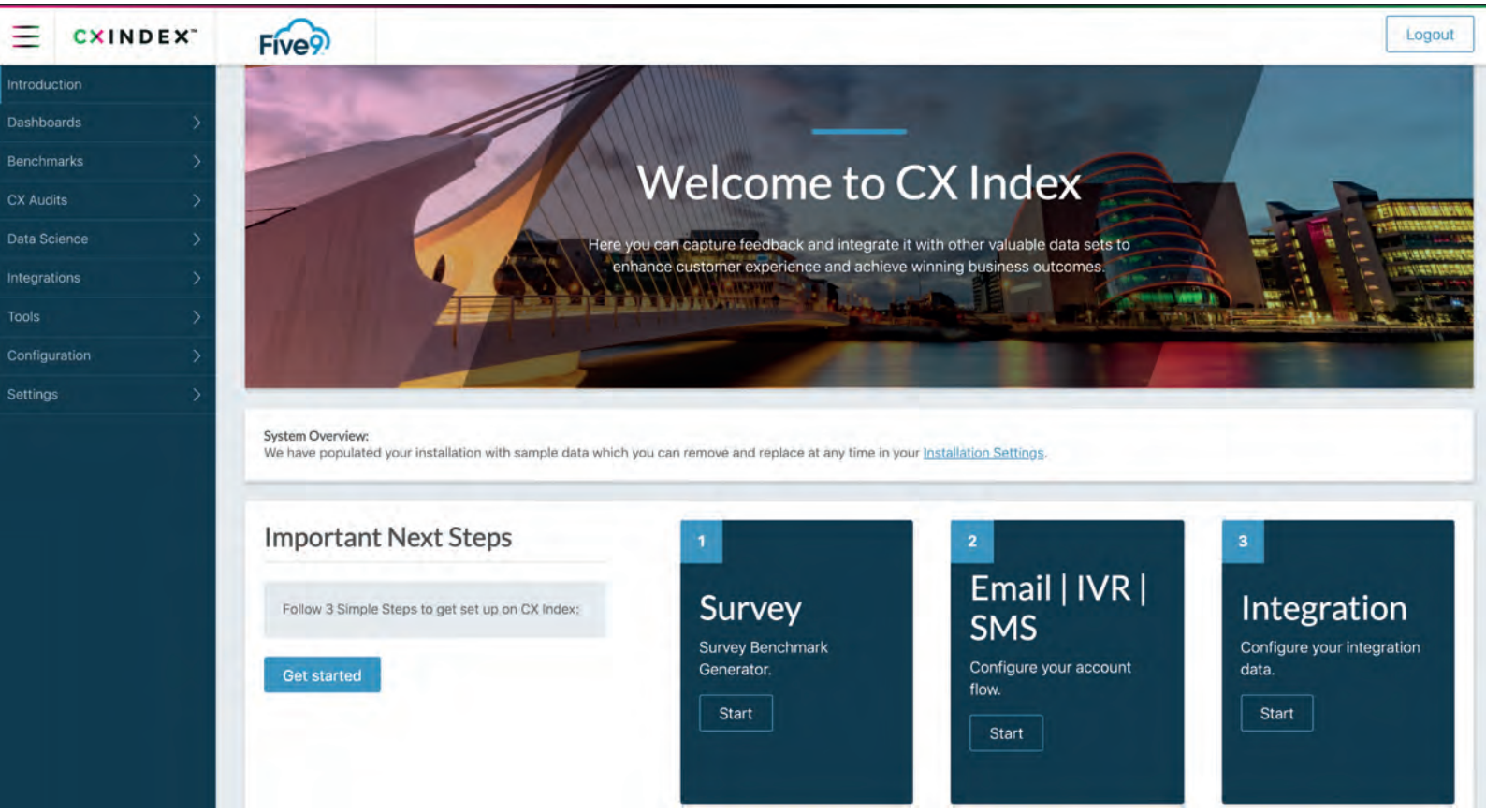
The team in CX Index is second to none. Once we have the data set available, there are few limits in terms of our data analysis capabilities.

SOCIAL ADVOCATE

CX Index's Social Advocate™ tool automates the process of turning your most satisfied customers into online brand advocates. It enables you to better engage with your customers to drive authentic positive content from customer feedback onto review sites and social media, delivering engagement and trust, so shoppers buy more.

INFORMATION SECURITY

CX Index™ is certified for information security under ISO27001, and we have employed a team of experts to monitor the market and to ensure we keep up to date with the latest standards surrounding information security, including absolute compliance with the GDPR.


CXINDEX™
Five9
Logout
Introduction
Dashboards
Benchmarks
CX Audits
Data Science
Integrations
Tools
Configuration
Settings
Welcome to CX Index
Here you can capture feedback and integrate it with other valuable data sets to enhance customer experience and achieve winning business outcomes.
System Overview:
We have populated your installation with sample data which you can remove and replace at any time in your Installation Settings.
Important Next Steps
Follow 3 Simple Steps to get set up on CX Index:
Get started
1
Survey
Survey Benchmark Generator.
Start
2
Email | IVR | SMS
Configure your account flow.
Start
3
Integration
Configure your integration data.
Start

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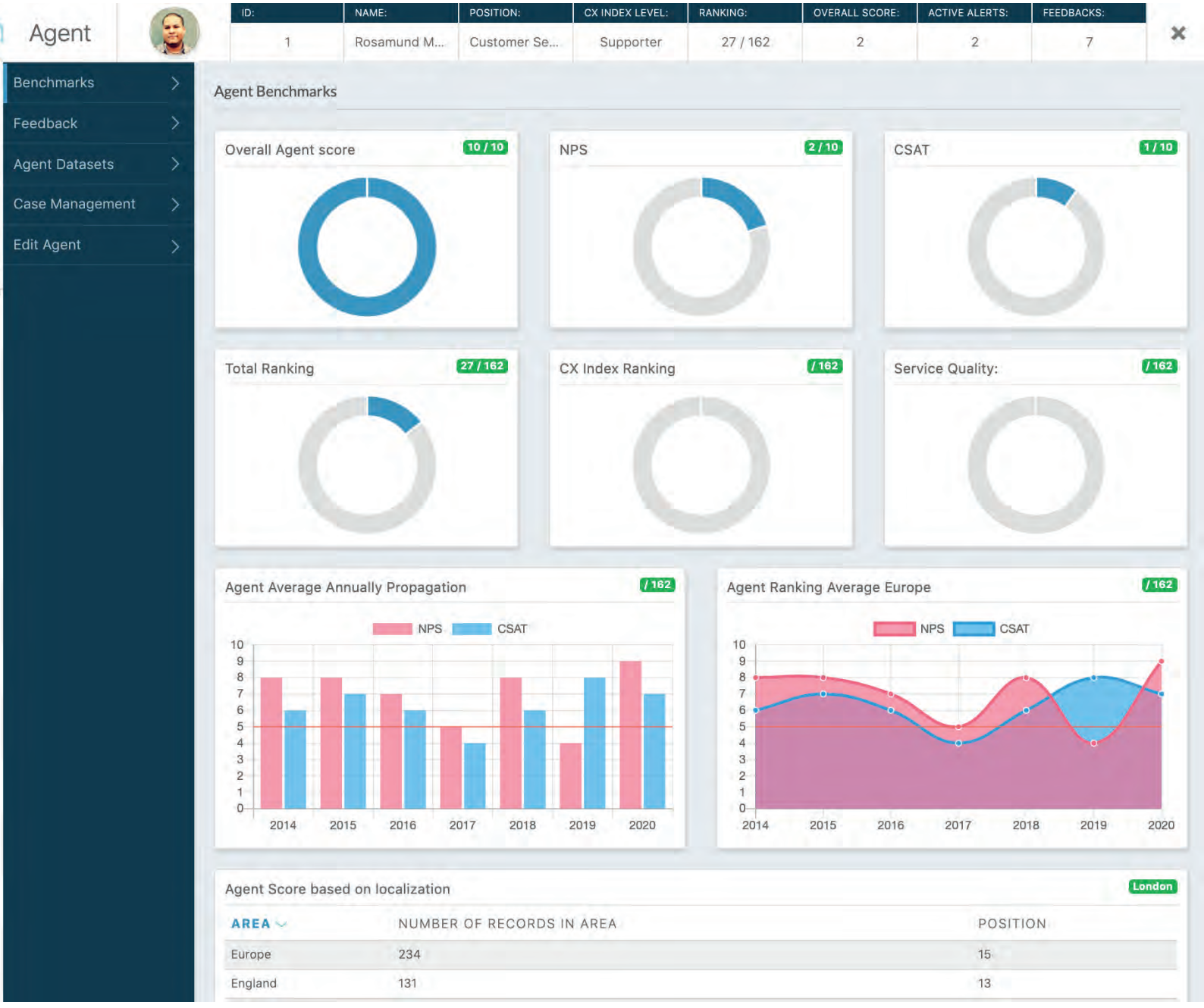

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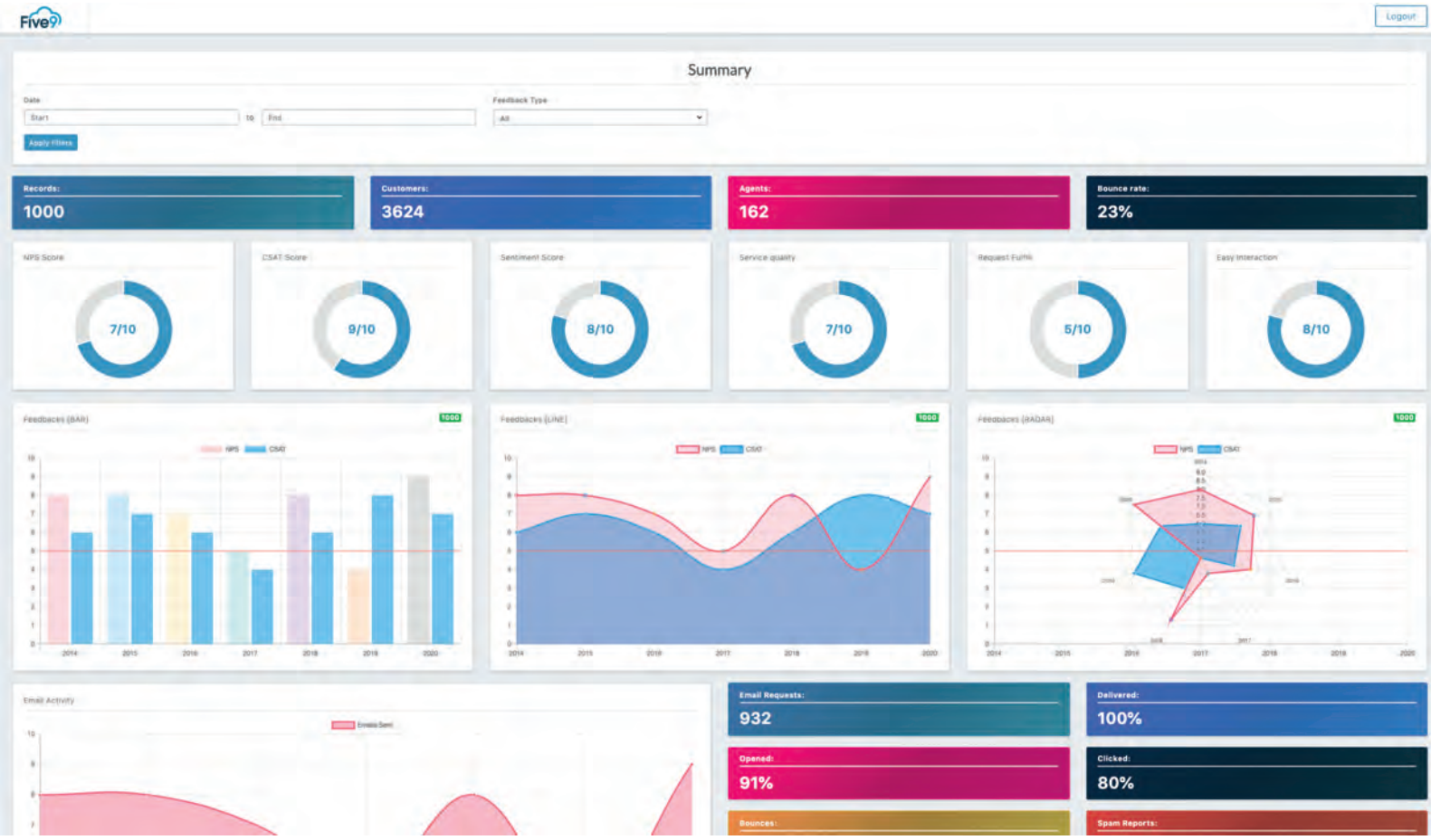
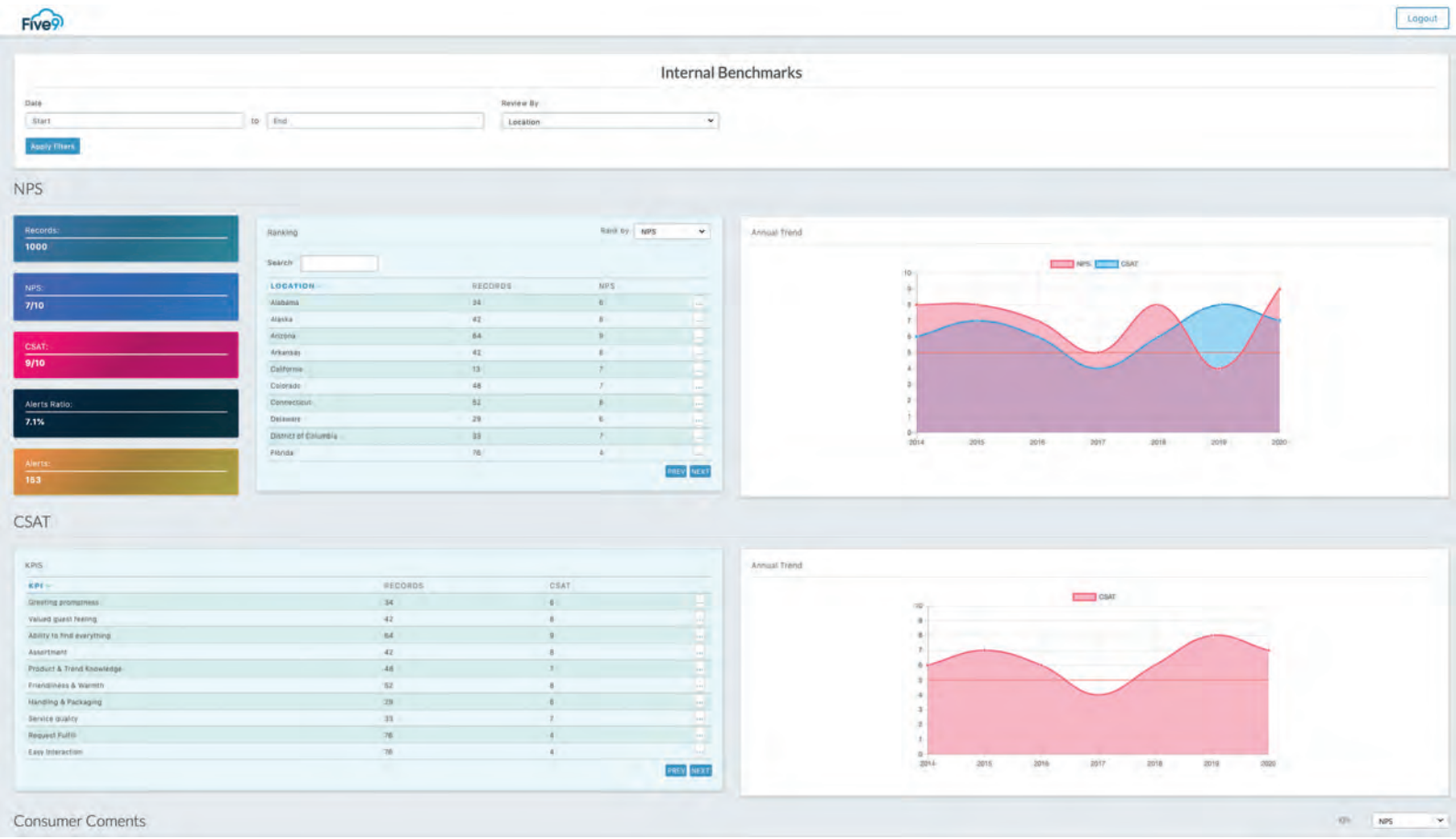
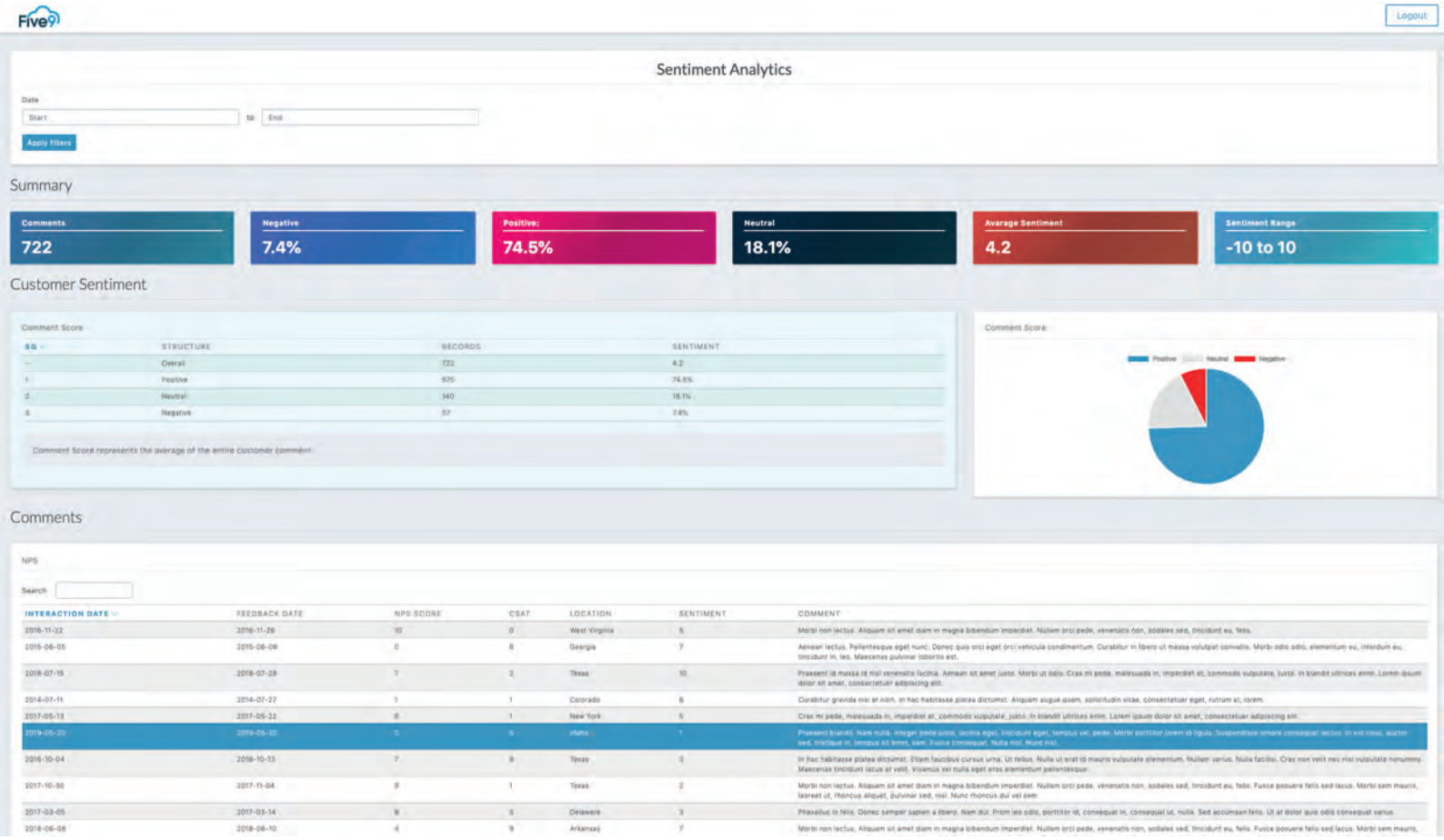



Five9
Logout
Internal Benchmarks
Date
Start
to
End
Review By
Location
Apply Filters
NPS
Records:
1000
NPS:
7/10
CSAT:
9/10
Alerts Ratio:
7.1%
Alerts:
153
Ranking
Rank by:
NPS
Search
LOCATION
RECORDS
NPS
Alabama
Alaska
Arizona
Arkansas
California
Colorado
Connecticut
Delaware
District of Columbia
Florida
PREV
NEXT
Annual Trend
NPS
CSAT
2014
2015
2016
2017
2018
2019
2020
CSAT
KPIS
KPI
RECORDS
CSAT
Greeting promptness
Valued guest feeling
Ability to find everything
Assortment
Product & Trend Knowledge
Friendliness & Warmth
Handling & Packaging
Service quality
Request Fulfill
Easy Interaction
PREV
NEXT
Annual Trend
CSAT
2014
2015
2016
2017
2018
2019
2020
Consumer Coments
NPS


Five9
Logout
Sentiment Analytics
Date
Start
to
End
Apply filters
Summary
Comments
722
Negative
7.4%
Positive:
74.5%
Neutral
18.1%
Avarage Sentiment
4.2
Sentiment Range
-10 to 10
Customer Sentiment
Comment Score
SQ
STRUCTURE
RECORDS
SENTIMENT
Overall
722
4.2
Positive
675
74.5%
Neutral
140
18.1%
Negative
57
7.4%
Comment Score represents the average of the entire customer comment.
Comment Score
Positive
Neutral
Negative
Comments
NPS
Search
INTERACTION DATE
FEEDBACK DATE
NPS SCORE
CSAT
LOCATION
SENTIMENT
COMMENT

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Contact Us

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