



CXINDEX™



A Customer Feedback Solution

Delivering better outcomes
for you on Five9

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**

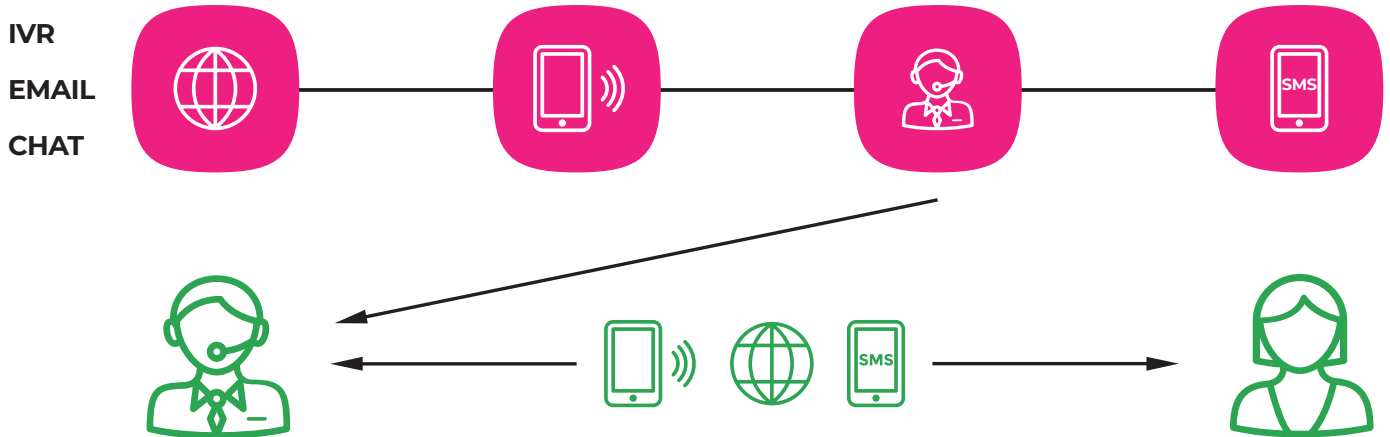
ENGAGING FEEDBACK FORM DESIGN

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.



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 high 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.



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.

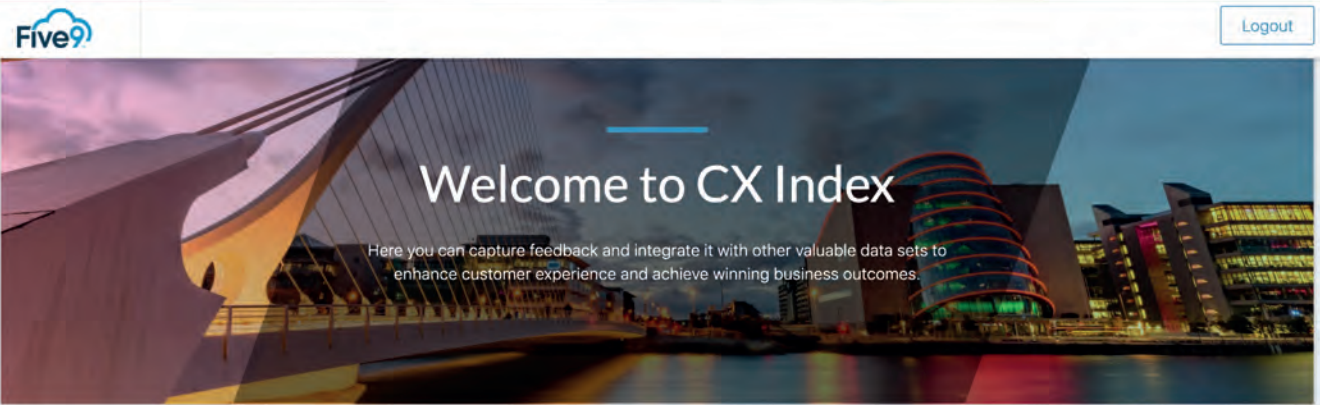


INFORMATION SECURITY

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.



- Introduction
- Dashboards >
- Benchmarks >
- CX Audits >
- Data Science >
- Integrations >
- Tools >
- Configuration >
- Settings >



Logout

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](#)

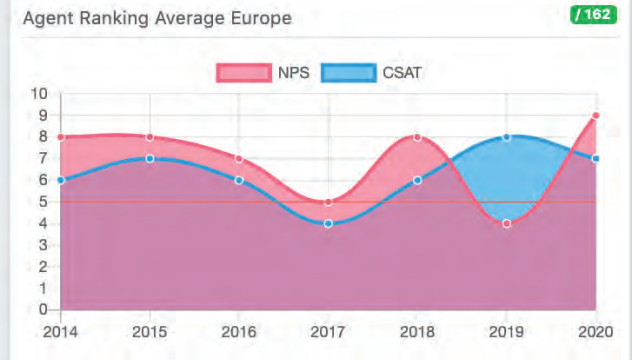
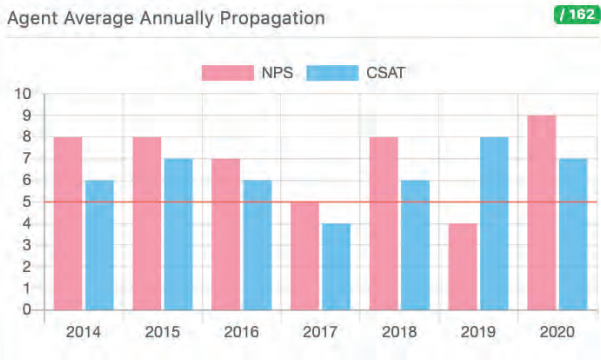
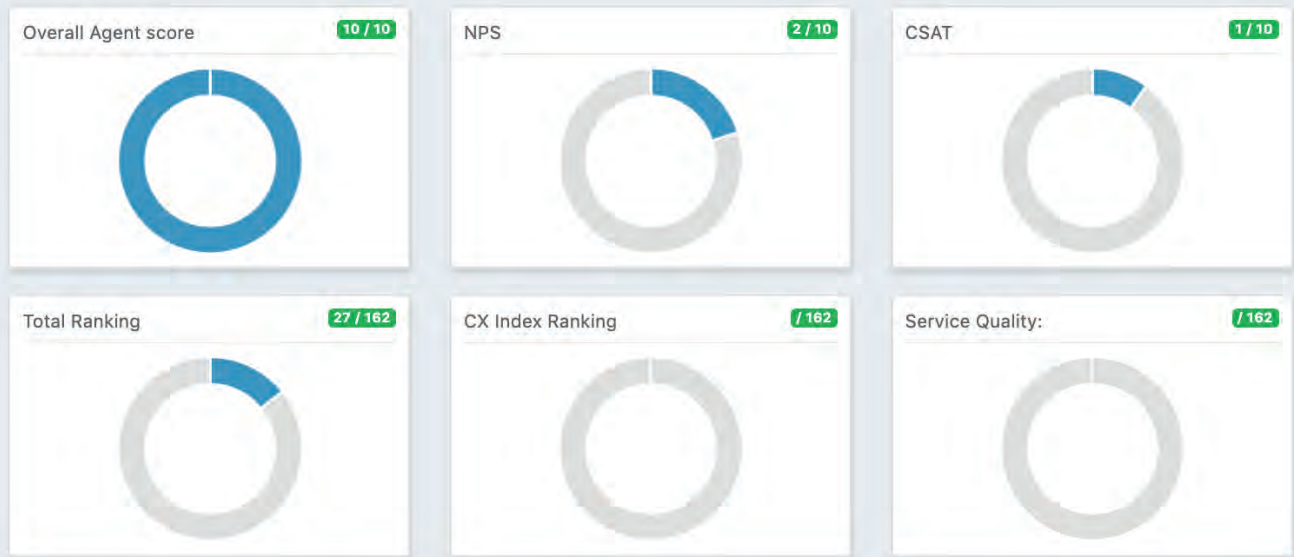
Agent



ID:	NAME:	POSITION:	CX INDEX LEVEL:	RANKING:	OVERALL SCORE:	ACTIVE ALERTS:	FEEDBACKS:
1	Rosamund M...	Customer Se...	Supporter	27 / 162	2	2	7



Agent Benchmarks



Agent Score based on localization London

AREA	NUMBER OF RECORDS IN AREA	POSITION
Europe	234	15
England	131	13

- Benchmarks >
- Feedback >
- Agent Datasets >
- Case Management >
- Edit Agent >

Summary

Date: to Feedback Type:

[Apply Filters](#)

Records: 1000	Customers: 3624	Agents: 162	Bounce rate: 23%
-------------------------	---------------------------	-----------------------	----------------------------



Email Requests: 932	Delivered: 100%
Opened: 91%	Clicked: 80%
Bounces:	Spam Reports:

Internal Benchmarks

Date: to Review By:

[Apply Filters](#)

NPS

Records:
1000

NPS:
7/10

CSAT:
9/10

Alerts Ratio:
7.1%

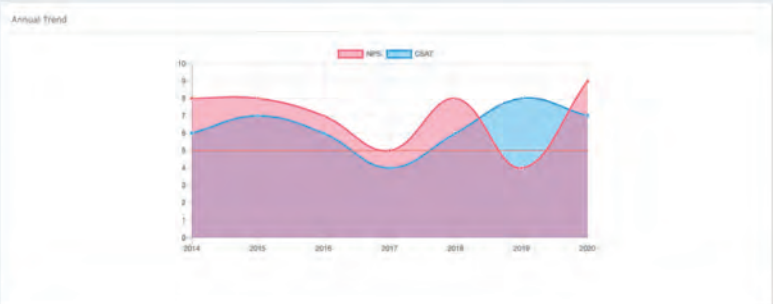
Alerts:
153

Ranking Sort by: NPS

Search:

LOCATION	RECORDS	NPS
Alabama	24	8
Alaska	42	8
Arizona	84	9
Arkansas	42	8
California	13	7
Colorado	48	7
Connecticut	52	8
Delaware	28	6
District of Columbia	33	7
Florida	78	6

[PREV](#) [NEXT](#)

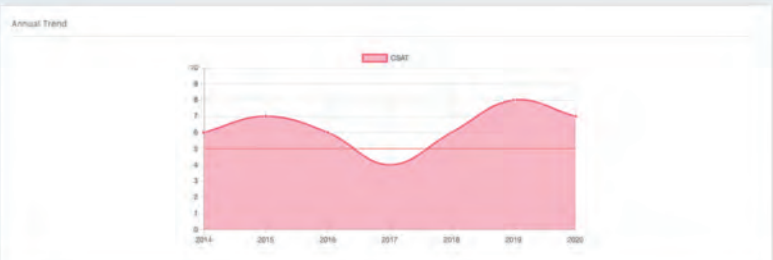


CSAT

KPIs

KPI	RECORDS	CSAT
Greeting promptness	34	6
Value of guest hearing	42	6
Ability to find everything	64	9
Assortment	42	8
Product & Trend Knowledge	44	7
Transferrals & Warmers	52	8
Handling & Packaging	29	8
Service quality	33	7
Request Fulfill	78	4
Easy Interaction	78	4

[PREV](#) [NEXT](#)



Consumer Comments

Sentiment Analytics

Date: to
[Apply Filters](#)

Summary

Comments 722	Negative 7.4%	Positive 74.5%	Neutral 18.1%	Average Sentiment 4.2	Sentiment Range -10 to 10
------------------------	-------------------------	--------------------------	-------------------------	---------------------------------	-------------------------------------

Customer Sentiment

Comment Score	STRUCTURE	RECORDS	SENTIMENT
Overall	Overall	722	4.2
1	Positive	535	74.5%
2	Neutral	140	18.1%
3	Negative	57	7.4%

Comment Score represents the average of the entire customer comment.



Comments

NPS

Search:

INTERACTION DATE	FEEDBACK DATE	NPS SCORE	CSAT	LOCATION	SENTIMENT	COMMENT
2016-11-22	2016-11-26	10	0	West Virginia	5	Morbi non lectus. Aliquam ut amet diam in magna bibendum imperdiet. Nullam orci pede, venenatis non, sodales sed, phosdund eu, feleo.
2016-06-05	2016-06-08	0	8	Georgia	7	Ametan lectus. Pellentesque eget nunc. Donec quis orci eget (pro) vehicula condimentum. Curabitur in libero ut massa volutpat convallis. Morbi odio odio, elementum eu, interdum eu, tincidunt in, leo. Maecenas pulvinar lobortis est.
2018-07-15	2018-07-28	7	2	Texas	10	Prasentit id massa id nisl venenatis lacinia. Aenean ut amet justo. Morbi ut odio. Cras mi pede, malesuada in, imperdiet et, commodo vulputate, justo. in blandit ultrices enim. Lorem ipsum dolor sit amet, consectetur adipiscing elit.
2014-07-11	2014-07-27	1	1	Colorado	6	Curabitur gravida nisi at nibh. In hac habitasse platea dictumst. Aliquam augue quam, sollicitudin vitae, consectetuer eget, rutrum at, lorem.
2017-09-13	2017-05-23	6	1	New York	5	Cras mi pede, malesuada in, imperdiet et, commodo vulputate, justo. in blandit ultrices enim. Lorem ipsum dolor sit amet, consectetur adipiscing elit.
2019-05-20	2019-05-20	0	5	Illinois	1	Prasentit blandit. Nam nulla. Integer pede justo, lacinia eget, tincidunt eget, tempus ut, pede. Morbi porttitor lorem id ligula. Suspendisse ornare consequat lectus. In est risus, auctor sed, tristique in, tempus sit amet, sem. Fusce consequat. Nulla nisl. Nunc nisl.
2016-10-04	2016-10-13	7	9	Texas	3	In hac habitasse platea dictumst. Etiam faucibus cursus urna. Ut tellus. Nulla ut erat id mauris vulputate elementum. Nullam varius. Nulla facilis. Cras non velit nec nisi vulputate nonummy. Maecenas tincidunt lacus at velit. Vivamus vel nulla eget eros elementum pellentesque.
2017-10-30	2017-11-04	8	1	Texas	2	Morbi non lectus. Aliquam ut amet diam in magna bibendum imperdiet. Nullam orci pede, venenatis non, sodales sed, phosdund eu, feleo. Puce posuere felis sed lacus. Morbi sem mauris, laoreet ut, rhoncus aliquet, pulvinar sed, nisl. Nunc rhoncus dui vel sem.
2017-03-05	2017-03-14	8	5	Delaware	3	Phasellus in felis. Donec semper sapien a libero. Nam egestas. Proin leo odio, porttitor id, consequat in, consequat ut, nulla. Sed accumsan felis. Ut at dolor quis pede consequat venia.
2018-06-08	2018-06-10	4	9	Arkansas	7	Morbi non lectus. Aliquam ut amet diam in magna bibendum imperdiet. Nullam orci pede, venenatis non, sodales sed, phosdund eu, feleo. Puce posuere felis sed lacus. Morbi sem mauris,

CXINDEX™



Contact Us

Get in touch!

www.cxindex.com

info@cxindex.com

+ 353 86 1717022