

Varolii Performance Insight

Make Better Decisions Faster



OVERVIEW

Performance Insight provides unique interaction monitoring, powerful real-time analytics, and flexible reporting to develop and refine contact strategies.

BENEFITS

- Use Performance Insight to build on the power of the Interact Platform and the personalization of Varolii ID to deliver unique insight for your business executives
- Make better decisions faster by combining Varolii Interact results with customer information to produce impactful analyses and reporting
- Automatically monitor applications and compare to your “normal” to quickly spot potential problems with proactive alerts based on your client-specific 12 key metrics
- Demonstrate regulatory compliance by providing a required audit trail

OPTIMIZE CUSTOMER INTERACTION RESULTS AND CONTACT CENTER PERFORMANCE

Making decisions quickly is essential to improve contact center performance and customer interactions. Varolii Performance Insight combines monitoring and analytics with the best reporting in the industry accessible through Varolii’s next generation user interface, Varolii Interact Portal.

With Performance Insight you are empowered to make better strategy decisions faster and get a clear picture of your customer interaction strategies by managing operations more efficiently with proactive monitoring of key interaction metrics, gaining deeper insights into your campaign effectiveness by building customized reports that incorporate your own data, and showcasing the value of your Varolii solutions by configuring reports relevant to your organization’s unique needs.

KEY INTERACTIONS DASHBOARD - PROACTIVE MONITORING FOR OPTIMAL PERFORMANCE

Staying on top of your normal workload is challenging enough without having to worry about whether your input files have been successfully loaded or if bad data rates have suddenly spiked. Varolii Performance Insight’s Key Interactions Dashboard uses 12 key metrics thresholds unique to your communications to ensure optimal performance, making it easier to manage daily operations. With Varolii Performance Insight’s Key Interactions Dashboard you can:

- **See immediately if there is anything out of the norm:** One easy-to-use dashboard gives you an overall status-at-a-glance of all your communications and lets you know immediately if there is anything you need to investigate further.

- **Monitor key performance metrics:** Create your own customized view by selecting the metrics most relevant to you, e.g. records loaded, live answer rate, bad data rates, etc.

- **Use predictive thresholds to quickly identify potential exceptions:** Save time with our unique predictive thresholds technology that automatically calculates thresholds for a specific metric at a specific hour of the day based on the historical activity of your communications. It automatically monitors for variances in your volumes and performance so you have less to set up and manage.

Determine which key performance metrics you want to monitor

See immediately if anything is out of the norm for your communication

CONFIGURABLE REPORTS – THE DATA YOU NEED, THE WAY YOU WANT IT

Having access to the right information is just the first step. You also need to be able to view it, analyze it and share it in a way that is meaningful to your organization and do it all quickly.

Varolii Performance Insight's Configurable Reports feature lets you:

- **Build over 1,000 report variations in 7 easy steps:** Quickly and easily generate a wide variety of reports in table or chart format by selecting the data you want and how you want it formatted.
- **Use your organization's vernacular:** Build reports you can easily share with executives by modifying terminology, labels and report titles to align with your corporate vocabulary.
- **Choose the output format that best suits your needs:** Export reports directly to Excel, PDF, PowerPoint, CSV and HTML.
- **Portable Analytics:** Access using "active" PDF and HTML files to get the data you need when you want it.
- **Produce professional ready-to-share reports with the click of a mouse:** Get instant feedback as a preview report is built while you click. Generate presentation-ready reports to showcase the impact of your Varolii solutions, guide a discussion at your next meeting, or provide the rationale for a critical decision.

REPORT CREATOR – ROBUST AD HOC REPORTING FOR DEEPER ANALYSIS

You know the data and insights that drive your business's success —it's unique to you or your company's way of looking at things. What if you could build a report with that insight yourself, exactly the way you want it? What if you could include data specific to your organization that allows you to see how your Varolii solution relates to your overall business?

Varolii Performance Insight's Report Creator feature empowers you to:

- **Design your own reports from scratch:** Generate highly complex reports and charts through a dynamic, intuitive web interface.
- **Incorporate your own data for deeper analysis:** Create reports that offer critical insights applicable to your organization or business situation by including data in the input files you send to Varolii that you'd like to have available for analysis, such as date of birth, geographic region, product type, drug type, etc.
- **Create and analyze multiple reports and charts simultaneously:** View and compare data from multiple perspectives using advanced tiling options.
- **Portable Analytics:** Access using "active" PDF and HTML files to get the data you need when you want it.
- **Leverage today's most flexible report output capabilities:** Generate reports in PDF, Excel, PowerPoint, HTML, and CSV.
- **Save and schedule your customized reports to run regularly:** Create a report only once, then save and schedule it to run.

