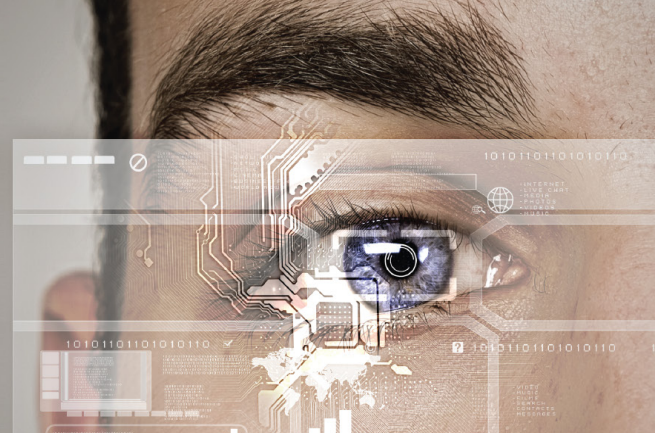


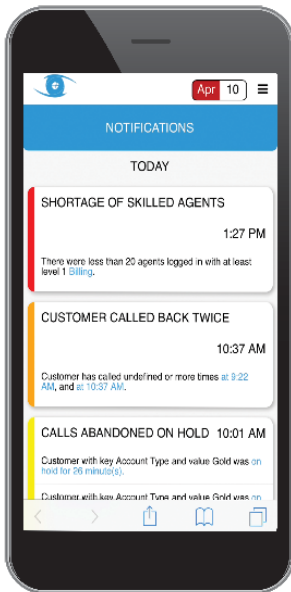
aria

Aria Visualizer



The power of customer interaction data analytics!

Aria Visualizer is an operational analytics application that provides data visualization and consolidation of Genesys customer interaction events in an intuitive visually compelling interface. Visualizer allows companies to search massive amounts of data in minutes and get the 'big picture' analysis to identify customer and employee trends and patterns or research other specific contact center items for proactive action.



Automatic Business

Key Features

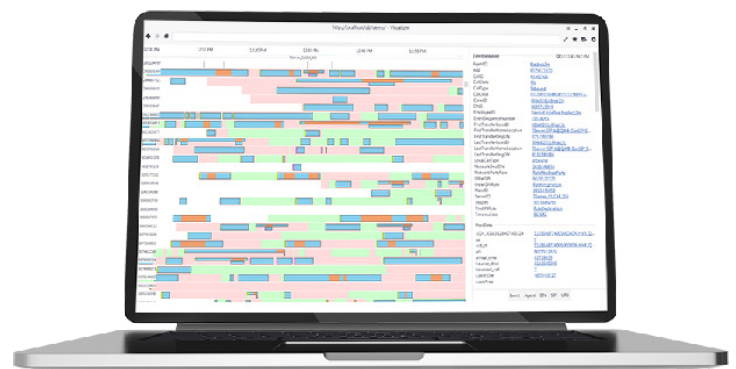
- Compilation of Genesys interaction events into an intuitive interface that allows for easy drill down and custom queries for unique business needs
- Powerful out-of-the-box queries that provide granular insight into customer experience and agent behaviors
- Near real-time operational updates to allow proactive action for contact center operations

Visualizer allows you to:

- Shorten issue resolution time
- Reduce escalations
- Proactively Improve customer experience
- Increase efficiency and effectiveness of agents
- Identify critical patterns in customer behavior and experience



Visualizer Ops



Visualizer Analyzer



Stop wasting time and make better decisions

Data visualization is more than just pie charts and pretty pictures. By deploying Visualizer, Visualizer can segment and query data by any call attribute. It's easy to use query capability and standard out-of-the box reporting allows for pattern search and analytics to spot potential problem areas. Customers can easily modify these for any unique data needs.

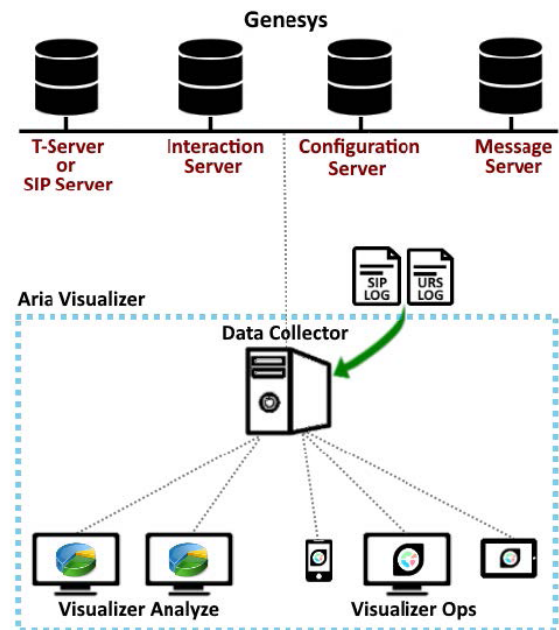
Technical Analysts can use minimal trouble ticket information to quickly and easily filter calls and events required to isolate an issue – no more looking through logs and wasting time searching..

Business analysts now have the means to extract meaningful information from the Big Data being collected to optimize operations.

Visualizer's color-coded dashboard intuitively presents all relevant call events in a fraction of the time. Clear data and definitive answers build confidence in the system and give your organization the ability to effectively manage every customer experience.

Visualizer can even analyze Genesys SIPServer Messaging and detailed block-by-block interaction flows, to present a comprehensive view of all customer interaction data.

Technical Requirements



Visualizer Analyze Requirements

- Microsoft .NET 4.7.1 Framework
- Windows Vista x64 or later
- Processor: 64-bit, 2.8 GHz, 4 core
- Memory: 16 GB RAM, 16 GB available disk space

Visualizer Ops Requirements

- Processor: 64-bit, 2.8 GHz, 4 core
- Memory: 16 GB RAM, 16 GB available disk space

Data Collector Requirements

- Microsoft .NET 4.7.1 Framework
- Windows Server 2008x64 or later
- Processor: Intel® Xeon® E5-16xx, AMD Opteron™ 4300-series or better
- Memory: 32 GB RAM, 1 TB available disk space



SIGN UP FOR A DEMO
www.ariasolutions.com/products/visualizer

Who Are We?

Aria Solutions has been a leading provider of contact center and customer engagement solutions for 20 years, delivering innovative, multi-channel, cloud, on-premises and hybrid-based solutions. We specialize in working with Genesys, Salesforce & Amazon Connect platforms, building products and delivering services to offer complete solutions. Our thorough methodology and expertise are key in helping customers promote customer engagements, create exceptional customer experiences, and deliver positive business results.

Partnered with:



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