

YOU KNOW YOUR BUSINESS; WE KNOW ANALYTICS

SuccessKPI is an AI-driven experience analytics insight and action SaaS platform. The platform unifies data from the cross-channel customer experience journey and integrates insights and action recommendations with Genesys Cloud CX. SuccessKPI offers a robust BI layer with real-time and historical reports with 3rd party CRM Integration, AI/ML speech & text analytics available in 40+ languages with 90%+ transcription accuracy, automated quality management, real-time agent assist, and automated actions with the AI-Powered Playbook builder all stored within a safe, secure and compliant data warehouse.

A Premium Appfoundry Partner

Set up the SuccessKPI platform in minutes with an out-of-box connector and prebuilt integrations to the Genesys Cloud platform for immediate activation and value.



Robust BI
Engine



State-of-the-Art
Artificial Intelligence



Partition
Data



Machine
Learning



Replicate
Existing
Reports

Setting You Up for Success

- Remove data silos and gain visibility across all data sources in a 360° single view
- Drive operational efficiency and track performance KPIs through real-time and historical reports such as Agent Efficiency, Queue Performance, and WFM Forecasting vs Actual
- Gain insights from 100% of digital and voice interactions at scale with Automated Quality Management & Machine Scoring
- Improve business outcomes such as CSAT, FCR, AHT, customer journeys and chatbot effectiveness with deeper insight and actionable data
- Enhance agent performance with real-time agent assist and task automation including automated disposition code and automated wrap up notes
- Understand the Voice of the Customer, without having to ask them, using predictive AI models
- Instant activation with a Premium AppFoundry Partner with PCI, SOCII, HIPPA certifications and FEDRAMP, GDPR and ISO27001 coming soon

Unbundled Pricing: Use Only What You Need

Buildable-AI that can be deployed at scale based on customer digital transformation needs.

Quick Start Packages PS blocks of hours:

- I: \$4,950
- II: \$9,950
- III: \$24,950

Terms

- Order placed through AppFoundry
- Three-year, prepaid annual contract with evergreen renewal
- Overage billed quarterly in arrears based on usage

BI and Analytics

\$14.99

Per Agent / Month

- Full BI and Reporting Layer
- Dozens of pre-built reports
- Subscribe to Reports
- Custom Visualizations
- Blend multiple data sources
- Real-Time and Historical Reporting
- Add QM for \$5/Agent/Mo

Speech & Text Analytics

\$29.99

Per Agent / Month
\$0.01/minute Transcription

- Transcribe in 31 Languages
- Full AI and ML based Sentiment and NLU
- Topic, Theme, and Sentiment
- Playbook Builder™ at your Ready
- Blend Topics and Data in a Rich Analytics Framework

Power Package

\$44.99

Per Agent / Month
\$0.01/minute Transcription

- BI and Analytics
- Quality Management

PLUS

- All of the power of the Speech and Text Analytics
- Provided in one complete package