

# Platform Development, Customer Experience & Insights

Platform development for real-time customer insights - customer experience, alerting, and response.

## At a glance

The client needed real-time insights into customer experience and cloud health, engaged us to build a data dashboard. Analyzing social sentiment, support tickets, and service health, it proactively identified issues for a seamless cloud experience.

## Key metrics

The tailored solution delivered by the project team unlocked significant value, exceeding client expectations.



Project team consisted of 5 resources: Architect, Developer, Operations/Support Engineer, Program/Project Manager, and Business Analyst.



4 year iterative engagement.

## CHALLENGES

The client faced limited visibility into cloud service health and real-time customer experience data. This resulted in high support ticket volume, impacting customer satisfaction and retention.

## SOLUTIONS

To address the client's need for real-time customer experience data and cloud service health insights, we developed and maintained a comprehensive platform. This platform combines a customer experience dashboard, alerting system, and reporting tools. The platform provides early warnings by leveraging social media sentiment analysis, service health monitoring, and support ticket volume, enabling proactive issue identification.



**Hiring & Interviewing Resources**



**Team Management & Training**



**Operations Support**



**Architecture and Development**



**Project Management & Analysis**



**Reporting & Customer Satisfaction Management**

## BENEFITS

1

Faster Time to Resolution (TTR) and Communication (TTC)

2

Improved Customer Satisfaction and Customer Sentiment

3

Reduction in Support Cases