



Why Contact Centre Optimisation?



Improve customer service

Update your customer service strategy based on contact centre insights from your customers. Share insights to enable contact centre staff to enhance their interactions with customers.



Drive retention and acquisition

Customer experience in contact centres has a direct impact on customer satisfaction, retention and acquisition. Optimising this should be a priority for future focused organisations.



A tailored solution

Get real-time analysis to identify unhappy customers or receive regular reporting on sentiment trends. Whatever your needs, Qrious will tailor the solution to help your team action these insights.

How can you apply this in your organisation?

Call & Onboarding Journey NPS

Analyse actions within a call that led to a positive or negative sentiment or map the sentiment of customers through their onboarding journey.

Product Recommendation Engine

Layer speech to text data with existing customer data to offer recommendations based on the customer's specific needs and preferences.

Call Centre Team Performance

Identify knowledge gaps and training requirements. Understand the patterns behind high performing teams and use insights to bring others up to the same level.

Enhance Churn and Retention Models

Regular reporting enables you to track the impact of improvements you make over time, so you can continuously refine and optimise your approach.

Automated Customer Engagement

Automate engagement tasks off the back of sentiment analysis, including order status and delivery notifications or appointment reminders.

Reduce Contact Centre Calls

Reduce customer complaints by drawing insights from past customer service calls. Use this intelligence to fix issues and reduce the likelihood of them being repeated.

Why Qrious?

We know how to collect and analyse data and can help you to use these insights to improve customer contact centre experience. The result? Increased customer satisfaction and more efficient and effective organisations.

Want to get started with Contact Centre Optimisation? Contact us today at info@qrious.co.nz