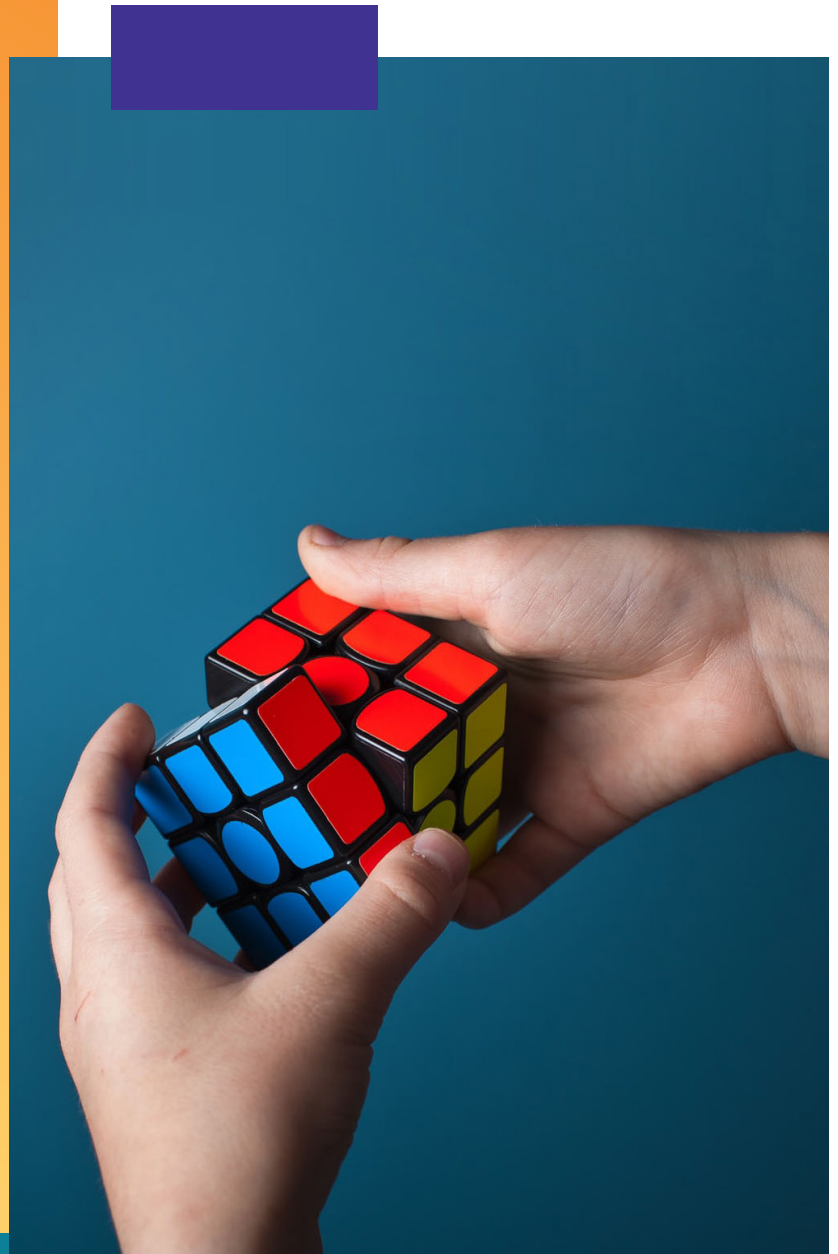


Systematic Insights: Turn CX Problems into Solutions

Every customer contact has something to teach you about improving your product or service, if you look at it the right way.

But that information is usually lost by systems optimized to deal with nothing more than quickly solving the current problem.

Systematic Insights® by Everise is our revolutionary methodology for capturing transformative value buried in support contact data, to help you perfect your product. Our team has the training, systems and expertise required to dig deep and transform CX problems into solutions.



CYCLE:

Stages of the Systematic Insights®

Systematic Insights works at every stage of the product or service lifecycle.



PRE-RELEASE STAGE

involves intensive, hands-on interaction with your product, documentation and marketing materials to identify future contact drivers and their fixes.



GROWTH STAGE

includes analysis of incoming support contacts and social posts to isolate non-obvious root causes of multiple issues.



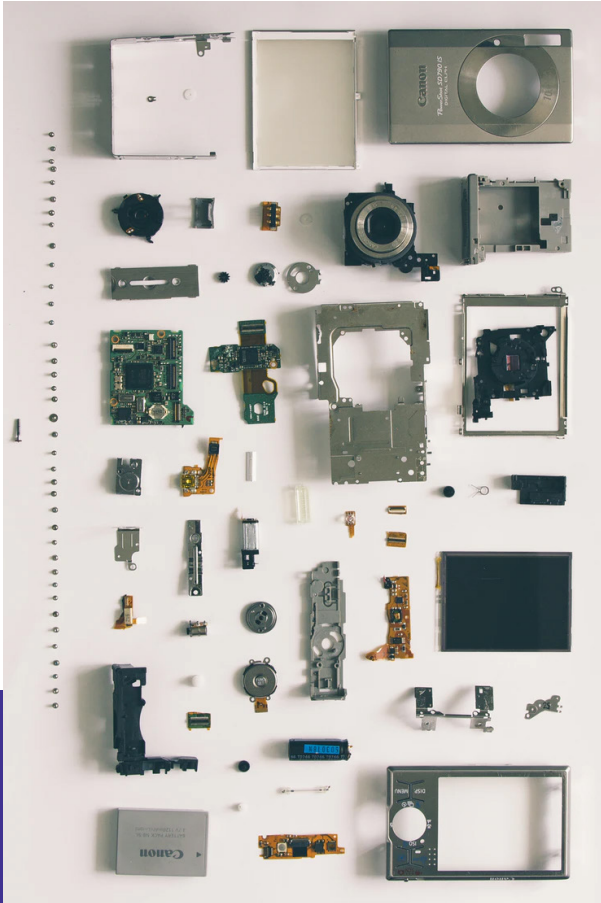
LATE STAGE

extracts meaningful voice of the customer insights informing future product development.



CASE STUDY:

Growth Stage Optimization



CLIENT

Top tier Internet of Things hardware developer

CHALLENGE

To identify non-obvious factors contributing to an unacceptably high rate of costly hardware returns.

OUTCOME

The Systematic Insights methodology identified and reported a single, non-obvious firmware flaw that was the ultimate catalyst of multiple seemingly unrelated sources of consumer dissatisfaction. According to the client, the resulting fix reduced product returns by 32,000 per year, with directly attributable savings of

2.4 MILLION DOLLARS

LEARN HOW SYSTEMATIC INSIGHTS TURNS CX PROBLEMS INTO SOLUTIONS TO TRANSFORM YOUR BUSINESS.

**CONTACT US
TO LEARN MORE**

weareeverise.com
evolve@weareeverise.com

