Customer Success Example – Contact Center Operations Dashboard

Customer: Top 3 US Health Insurance provider

Customer Challenge: The customer's contact center spans a large internal telecommunications technology environment, and spans to several external systems provided by Contact Center Outsourcers. Reporting is spread across 10 separate enterprise contact center reporting platforms (4 internal, and 6 Outsourcer-owned). The customer attempted to combine all of these instances into a single dashboard using a large big-data platform, but ran into persistent performance issues that resulted in poor enterprise visibility. With their busiest time of year approaching, they needed a way to give stakeholders real-time access to KPI metrics.

Axim Solution: The Axim team wrote a custom dashboard based upon the Axim Analytics framework that combines real-time feeds from each reporting instance into a single, intuitive, bespoke interface. The core software elements are hosted in the AWS Cloud, and will be supported in concert with an existing third-party Managed Services engagement. Axim Analytics is built from the ground up to enable real-time processing and presentation of massive amounts of data, and provides the customer's stakeholders with the information they need to insure a successful Annual Enrollment season.

This platform gives the customer a single data source for all customer contact data and enables the customer to normalize their customer contact reporting to match their KPI calculations. Through ongoing development, the customer can add feeds from other systems (e.g.,WFM, IVR) into the new dashboard structure that their business stakeholders now rely upon, creating powerful real-time insights into the operation of their customer contact operations, and true operational agility.

Why Axim?: The client chose Axim for two reasons.

1. Axim's proposal was **the most commercially and technologically attractive option** for the customer. Rather than locking the customer into a proprietary system with significant licensing and support charges, Axim's proven opensource-powered framework and consultative approach delivers a solution that addresses the customer's specific requirements.
2. Axim deployed a fully-tested and highly-performant solution in two months from contract signature, including managed services to ensure the availability of this critical business tool.

For more information or to find out how we can make this kind of impact at your organization, contact us at askaxim@aximglobal.com, or visit us at www.aximglobal.com.