ີ Inspire Journey

Journey management driving the world's most empathetic customer experiences

VISUALIZE

• Quickly map critical customer journeys against key personas, embed KPIs and attach emotions

- Living, breathing dashboards show entire customer journey
- Collaboration and feedback tools create efficient remote workflows



PRIORITIZE

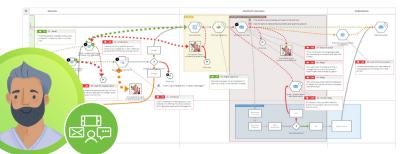
- Visualize and prioritize tasks and projects that truly matter
- Eliminate friction in real-time and enhance CX at every critical touchpoint
- Interactive tools identify and correct pain points and show measurable results

ANALYZE

• Dynamically connect data at each interaction for accurate insights into unique customer's needs

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• Bring science to CX by strengthening the opinions of specialists with real customer data



ORCHESTRATE

- Empower your CX team to leverage accurate customer insights into deeply personalized next-best-action orchestration
- Automate next-best-actions that truly engage, driving the employee experience and true organizational change
- Orchestrate rapid changes to communications regardless of the channel

Seamless integration with Inspire Flex and Inspire Evolve enables exceptional omnichannel communications that drive value



Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadient, visit quadient.com.