

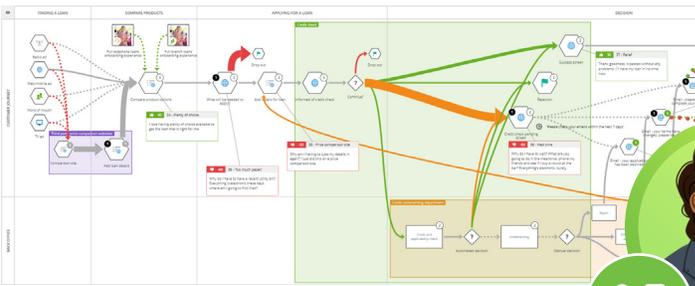


Inspire Journey

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



ANALYZE

- Dynamically connect data at each interaction for accurate insights into unique customer's needs
- Bring science to CX by strengthening the opinions of specialists with real customer data



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

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