Travel & Hospitality Case Overview

Client Specifications:

➤ Genesys & Avaya Systems
➤ (3) Data Sources for Inbound Customer Contact
➤ (3) Revenue Platforms
➤ Unable to correlate customer data

Resolution:

➤ Installation of collector (CEP™) to collect data from all disparate sources
➤ Provided ethosAnalytics (eA) for easy to read dashboards and reports
➤ Brought in data sources to correlate contact with unique customer reservation in real time

Effects:

➤ Increased Efficiencies
➤ Improved customer experience 5% in first month
➤ Removed procedural variation
➤ ROI > $20 million per year

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