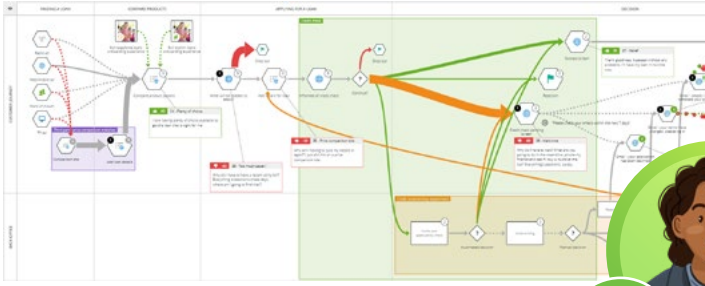




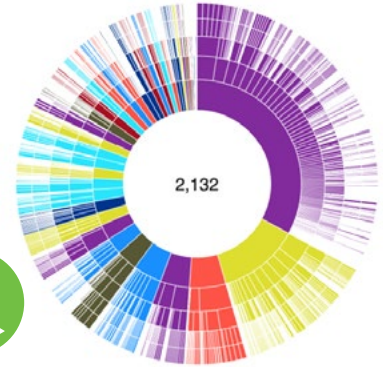
Inspire Journey

Journey mapping driving the world's most empathetic customer experiences



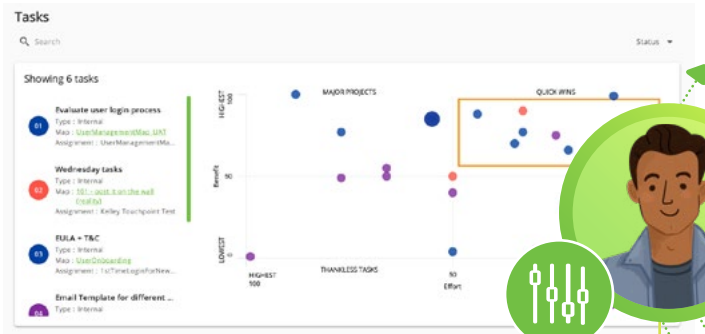
VISUALISE

- 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



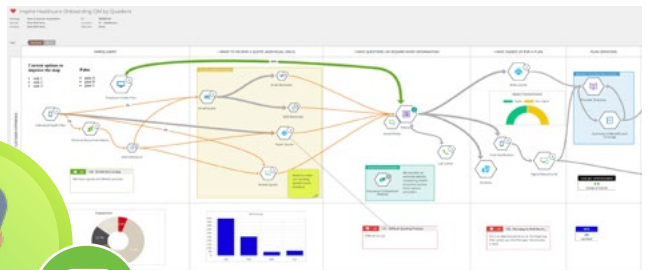
INFORM

- 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 customer data



PRIORITISE

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



COMMUNICATE

- Integrate with Inspire Flex and Inspire Evolve to link insights with actions that transform customer communications, optimising the creation and delivery of exceptional omnichannel experiences
- Enhance the value of existing communications with real time customer feedback and add journey touchpoints to align with preferences
- Orchestrate rapid optimisation of communications templates regardless of channel

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