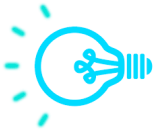


# Optimizing Customer Experiences

## About EDA

**Expert Data Analytics (EDA)** provides industry-leading consulting and managed services that combine real-world experience, tested technologies, and best practices to maximize the value from your speech and interaction data. Whether you are looking to optimize the performance of an omnichannel analytics platform you have already deployed or require an expert team to implement and deliver results from your planned analytics initiatives, EDA is your first choice. Every solution we deploy is fully integrated with your existing contact center platforms and implemented and supported by EDA solution experts. Expert Data Analytics brings discipline to defining how a business's goals are realized with analytics employing a guided discovery process that results in a roadmap to successful business outcomes – your businesses outcomes.

## Professional Services



**Insights:** EDA delivers enterprise-class **omnichannel analytics consulting** services that drive actionable insights. We provide strategy, solution optimization, implementation, project management, maintenance, and training services that improve agent performance and the customer experience.

## We empower our customers to realize their business goals



**Strategy:** EDA Omnichannel Analytics consultants meet with key stakeholders to document an understanding of your business goals and objectives. We conduct an end-to-end audit to deliver an analysis of people, process and data with an executable recommendation that EDA can implement or hand off to your organization to complete.



**Implementation:** EDA Omnichannel Analytics consultant's focus exclusively on analytics and data solutions to provide a concentration of consulting experience and technology-agnostic practical ingenuity that is unique to the interaction analytics industry. We create close partnerships with our clients and transferring knowledge to their teams, so they can deploy processes to achieve a clear line of sight to interaction analytics success.

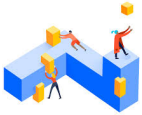


### **Optimization:** EDA Omnichannel

Analytics consultants deploy a continuous process of data analysis providing insights that lead to action. Reports are studied regularly to make sure the metrics are still relevant to your goals, and data is clean.



**Maintenance** EDA Omnichannel analytics experts are trained in the art and science of query optimization, report development and ongoing support. Analytics is not an off the shelf application, it is a toolset that delivers insights into a constant process improvement discipline to drive higher revenue and lower operational costs.



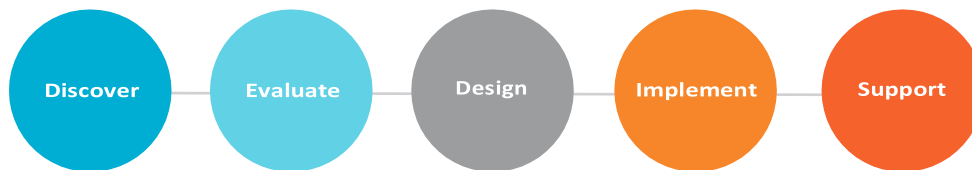
### **Project management:** EDA

consultants engage with stakeholders to align business goals with project execution to deliver outcome-focused results. Our approach is established from a successful and diverse portfolio of experience with complex, high-risk projects using best practices honed from experience.



**Training:** EDA Omnichannel Analytics consultants provide ongoing education and training for your team, so they can be empowered to guide your sustained success.

## **Workflow**



## **Languages**

- Python
- R
- Hadoop
- XML
- JSON
- SQL

## **Technologies**

- API
- Voice
- Speech/NLP programming
- IVR programming
- Chat
- Social Media
- Interaction Analytics & Recording

## **Platforms**

- Nuance
- Avaya
- Cisco
- Genesys
- CallMiner
- CallFinder
- NICE
- Calabrio

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