

CCW Vegas 2019 - Lumenore



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Vanessa William, Marketing and Branding Manager for Lumenore, answered pre-submitted questions about the company's suite of advanced products focused on performance management, designed specifically for B2C companies.

Can you describe how your Contact Center Solution's in-depth modules consistently refine and elevate the performance of agent teams?

The Lumenore platform provides a complete view of all business performance, covering important KPI's, while allowing your team to focus on identifying areas for improvements and determining decisions that benefit your company's business goals.

Lumenore utilizes a common dataset to feed its powerful platform to visualize, analyze, actionize, as well as monetize business performance.

In what ways does your Business Intelligence Plus platform deliver actionable insights from a variety of sources while leveraging the capabilities of Text, Email, and Voice Analytics Plus?

By unlocking the important business value contained in an email, discussion threads and documents, as most valuable customer interactions, are via calls, chat and social media.

How can businesses benefit from your Training Audit Plus (TAP) classes?

TAP provides remote monitoring/auditing of training programs using a proprietary quantitative analysis of training programs, facilitators and trainees. The Lumenore platform tracks the operational performance of the trainees post-training for a 90-day period to evaluate positive and negative performance/origin via an interactive Agent Performance Dashboard, with all deviations from your curriculum highlighted and video timestamps for ease of viewing.

Can you elaborate on the technology that drives the success of your contact center solution?

Lumenore is a full-stack technology platform and leverages the following technologies: Robotic Process Automation, Artificial Intelligence, Business Intelligence.