AVAYA + mindful

Real-time actionable insights for your contact center

Mindful Feedback helps businesses collect and act on real-time feedback from customers across all channels, improving customer relationships, agent happiness, and better customer experiences. **And with our Avaya OneCloud integration, Mindful Feedback gives a live heartbeat to customer and agent interactions.**

Key Benefits

#**1**

Drive customer satisfaction with Mindful Feedback and Avaya OneCloud.

Mindful Feedback's integration with Avaya OneCloud helps you deliver highly flexible and customized surveys and collect actionable customer insights in real-time. You'll drive more satisfied customers, happier agents, and an exceptional customer experience in no time.

#**2**

Meet your customers—wherever they are.

With Avaya, your customers contact you through a range of channels like voice, email, SMS, and outbound IVR. Mindful Feedback helps you choose the most appropriate way to ask for feedback after conversations on these channels.

#**3**

Close the loop before it escalates.

Let's face it: Negative experiences happen. With Mindful Feedback + Avaya OneCloud, hear from detractors and reach out ASAP, preventing a frustration from snowballing into a catastrophe.

#**4**

Feedback designed for your fast-paced contact center.

Contact center operators lose insight when CX surveys get jumbled into metrics like NPS, CSAT, or CES. With Mindful Feedback + Avaya OneCloud, surveys are tied to a specific agent and experience and reported in real time, identifying clear opportunities that can be acted on instantly.

Ready to create amazing customer experiences?

Learn more and contact a team member here.

Key Features

React to customer feedback in real time with Mindful Feedback + Avaya OneCloud.

Collect feedback across all your channels.

Mindful Feedback automatically collects customer feedback after conversations over Avaya channels like voice, SMS, email, chat, self-service IVR, and more.

Word flagging and sentiment analysis

Mindful Feedback includes a keyword library to monitor flagged terms and uses machine learning to gather raw call data and analyze positive or negative sentiment.

Personalized surveys powered by Avaya call data

Mindful Feedback uses Avaya conversation attributes like *Agent, Queue, Wrap up, Product, Customer Type, Customer Value, Call Duration* (and many, many more) to automatically personalize surveys to the customer and tailored to their specific customer service interaction.

Instant feedback alerts to your organization

Survey responses are automatically reviewed, and notifications can be immediately sent to Avaya users and across your organization via Slack, Teams, and email for ease of access and action.

Real-time survey results

See real-time survey results from within Avaya OneCloud using the Mindful Feedback embedded dashboard.

Role-based dashboards

Agents, supervisors, and managers get their own dashboard view tailored to their role, allowing them to see individual and aggregated survey results, as appropriate, and monitor their performance and teams.

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> **"After implementing Mindful Feedback, we were able to measure in real time the quality of service in our operation as well as that of each employee, allowing for quick corrective actions and recognition of the good service provided by our agents."**
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> *- Gerlane Pedroso, Planning Coordinator at Multilaser*

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