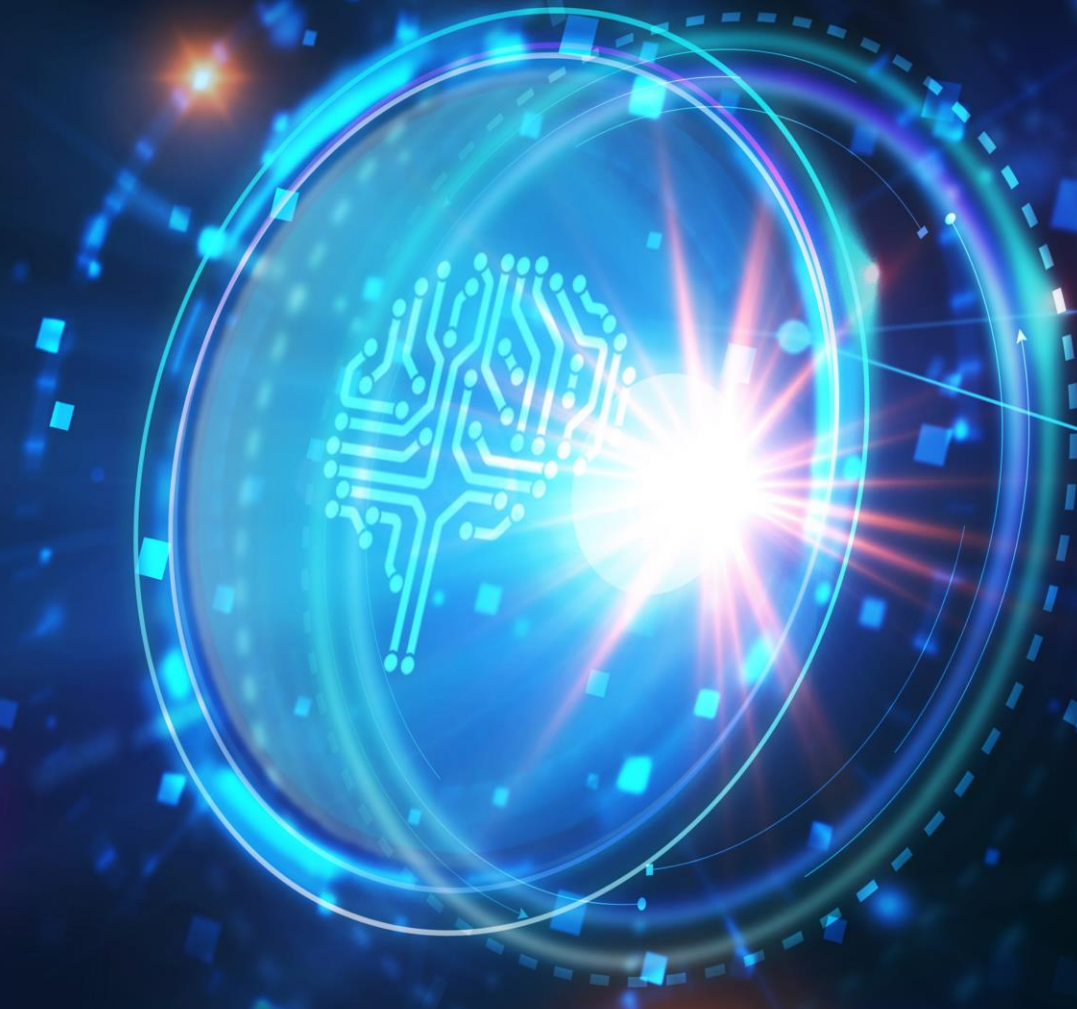




Emojot IVR Journey Mapping

#SeekToUnderstand
#FeelTheMarketPulse



**Proud
Winners at
the NBQSA
2023!**



- Gold: Online Reputation Management (ORM)
- Silver: Social Listening & Tracking (SLT)
- Overall Gold Winner



IVR Journey Mapping

WHY

- **Enhances Customer Experience:** Identifies confusing or frustrating parts of the IVR journey, allowing for improvements that make the system more user-friendly.
- **Reduces Call Times:** By streamlining the IVR flow, customers find solutions faster, leading to reduced call durations
- **Increases Efficiency:** Improves call center operations by reducing unnecessary call transfers and callbacks.

Poorly deployed IVR systems can lead to high call abandonment rates and negative customer sentiment.

-IBM

IVR transformation needs a comprehensive view of the customer journey



10-30% call volume reduction

5-10 points in customer satisfaction improvement.

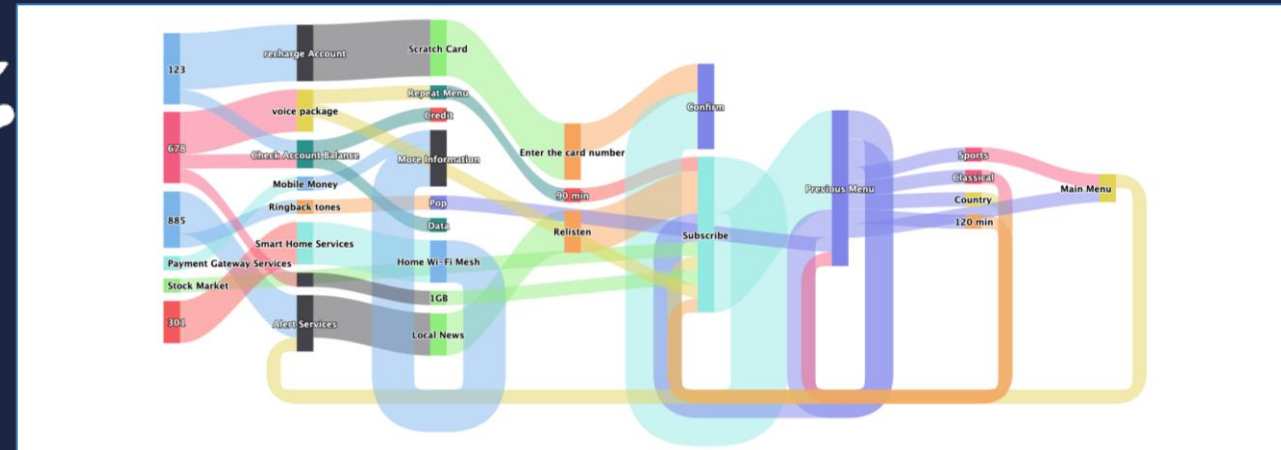


-Mckinsey

IVR Journey Mapping

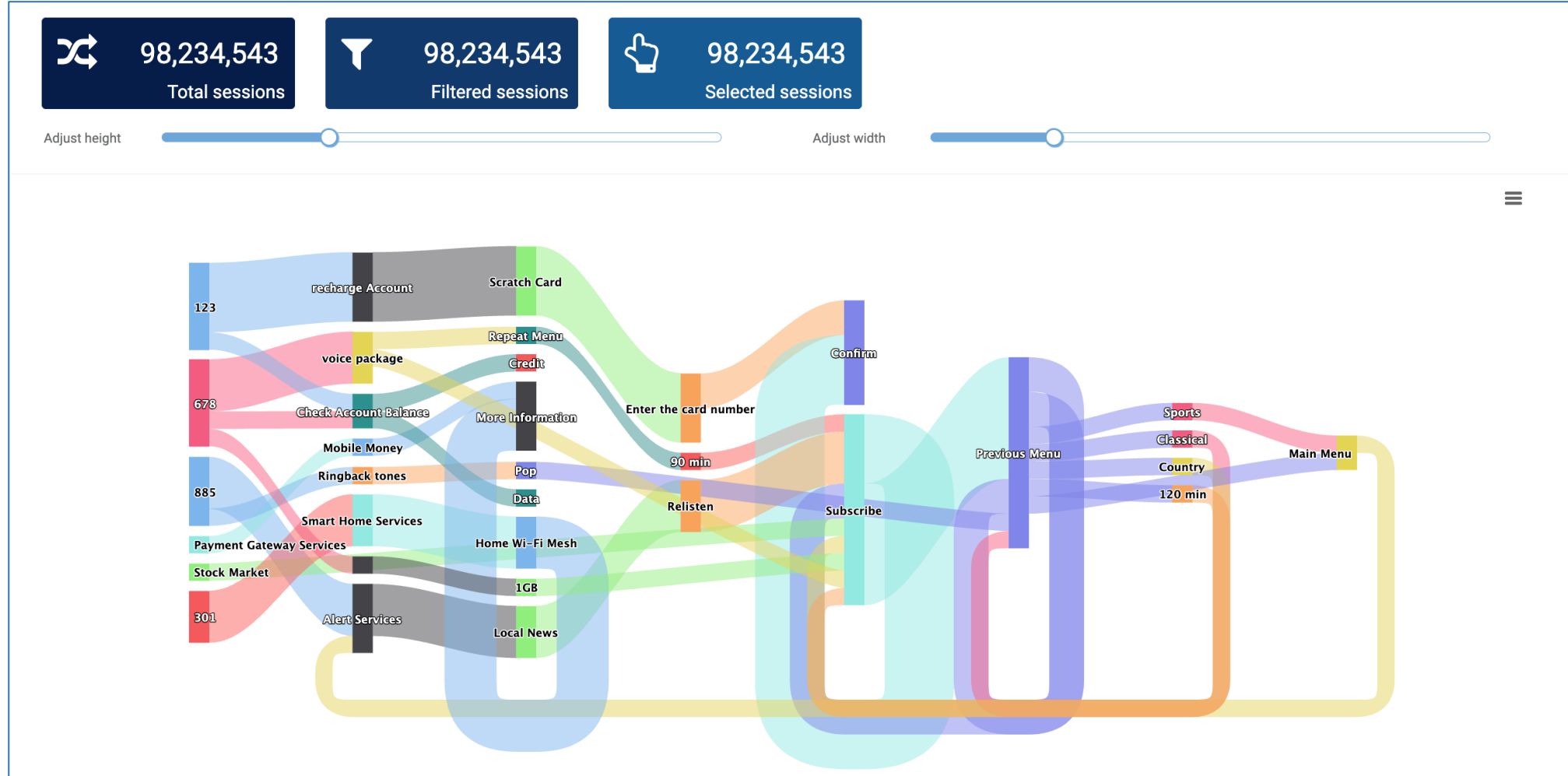
HOW

- **Designed for IVR providers & Telcos:** Seamless integrations to collect step-by-step caller interaction data while ensuring privacy.
- **Transforms data into visual maps:** Showing the caller's IVR path and highlighting repetitive or confusing areas.
- **Offers various map types:** Comprehensive analysis, including overall journeys, looped paths, and individual journey drill-downs.
- **Scalable:** Capable of handling millions of records, ideal for high-volume call environments.



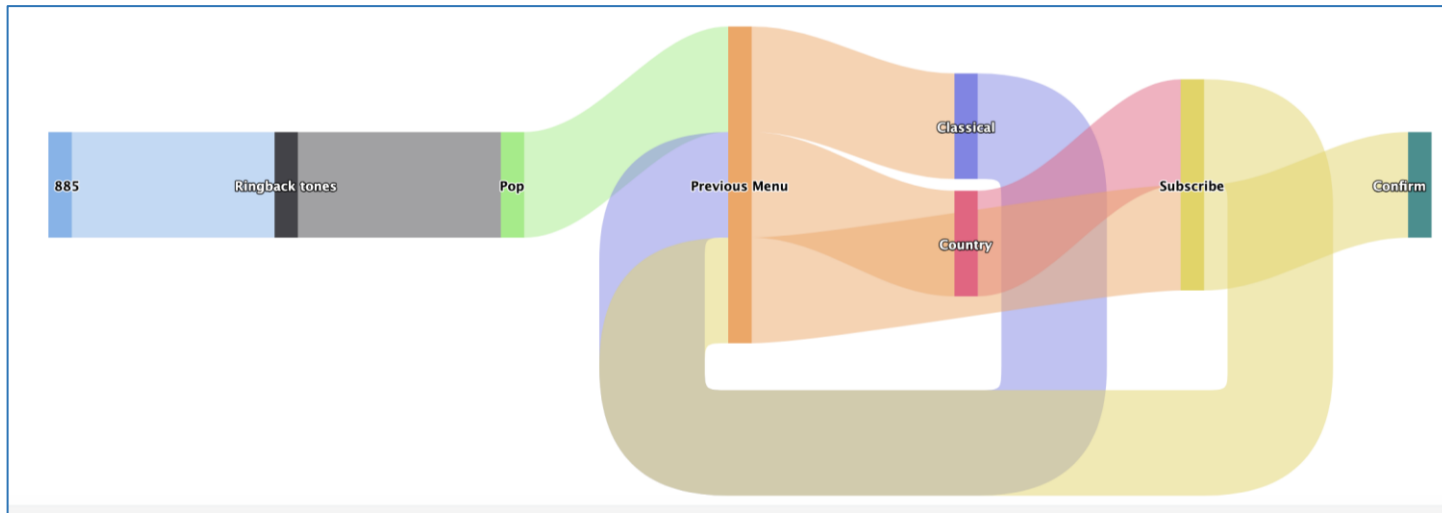
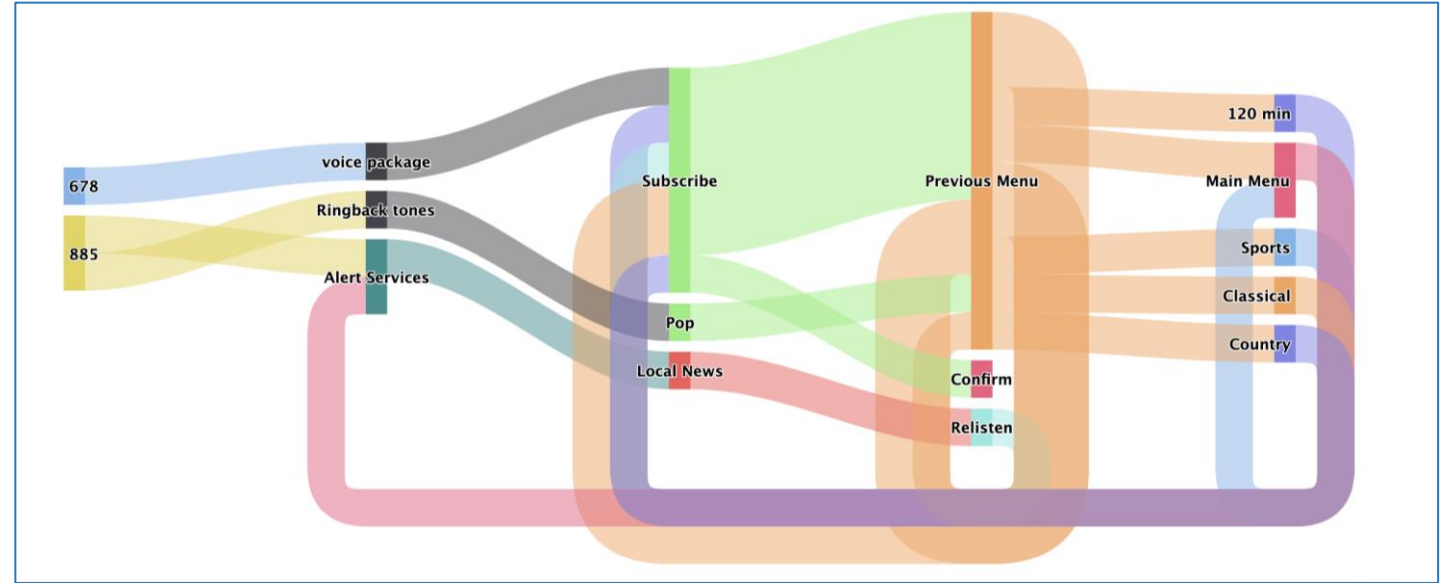
Product Features

Overall journey map with high-level statistics on IVR sessions



Product Features

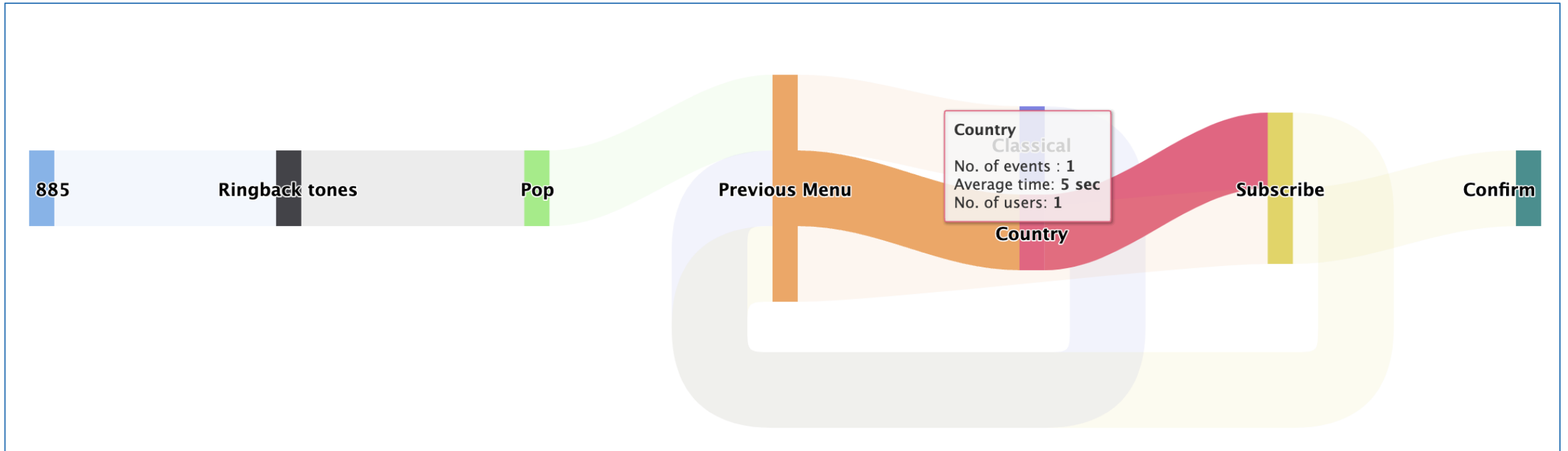
Easy identification for looped journeys with advanced filters



Drill-down to individual caller journey

Product Features

An intuitive way to check the volume and time spent on each IVR stage





Product Features


Unique journey summaries with highlighting of looped journeys

Insight Recommendation

Journey Breakdown























 **98,234,543**
Total sessions

 **34,382,089**
Filtered sessions

 **34,382,089**
Selected sessions

Show only loop journeys

Show entries

Journey path  	No. of sessions  	% of sessions against total uploaded sessions 	% of sessions against total filtered sessions 	Action
2 	9,823,454	10.53%	10.53%	  
3 	9,823,454	10.53%	10.53%	  
4 	9,823,454	10.53%	10.53%	  
6 	4,911,727	5.26%	5.26%	  

Showing 1 to 10 of 14 entries

Previous 1 2 Next

Product Pricing

Platform License	Near Real-time
Monthly Subscription	\$0.00025 / call
Inclusions	
Minimum sessions (IVR calls) per month	2,000,000
Role-based user accounts	50
Data refresh interval	Within 1 hour
Data retention period	6 months
Add-ons	
Role-based user account	\$2
Professional service (PS) hours / month (with rollover)	3

Sample pricing

Call volume per month	Near Real-time
2,000,000	\$500
5,000,000	\$1,250
6,000,000	\$1,500
8,000,000	\$2,000
10,000,000	\$2,500

Selection of global clients & partners

Manufacturing



Healthcare



Automotive



Tech, Telco & BFSI



Retail



Security & Logistics



Education



Travel & Hospitality



Other



Partners



Emojot leadership



Frank Harbist
President, CEO
& Board Member

- Formerly held leadership positions at Hewlett Packard, ProStor Systems, ActiveScaler, Lavante, and FutureDial.
- B-EE with highest honors - Georgia Institute of Technology; MBA with distinction - Carnegie Mellon University



Shahani Markus
Founder, CTO
& Chairperson

- Formerly at IBM TJ Watson, Prescient Markets, Virtusa, ICT Agency of Sri Lanka, and University of Moratuwa
- BS (Computer Science & Mathematics); MS (Mathematics); MS (Computer Science); PhD (Computer Science), Purdue University USA

Emojot co-founders



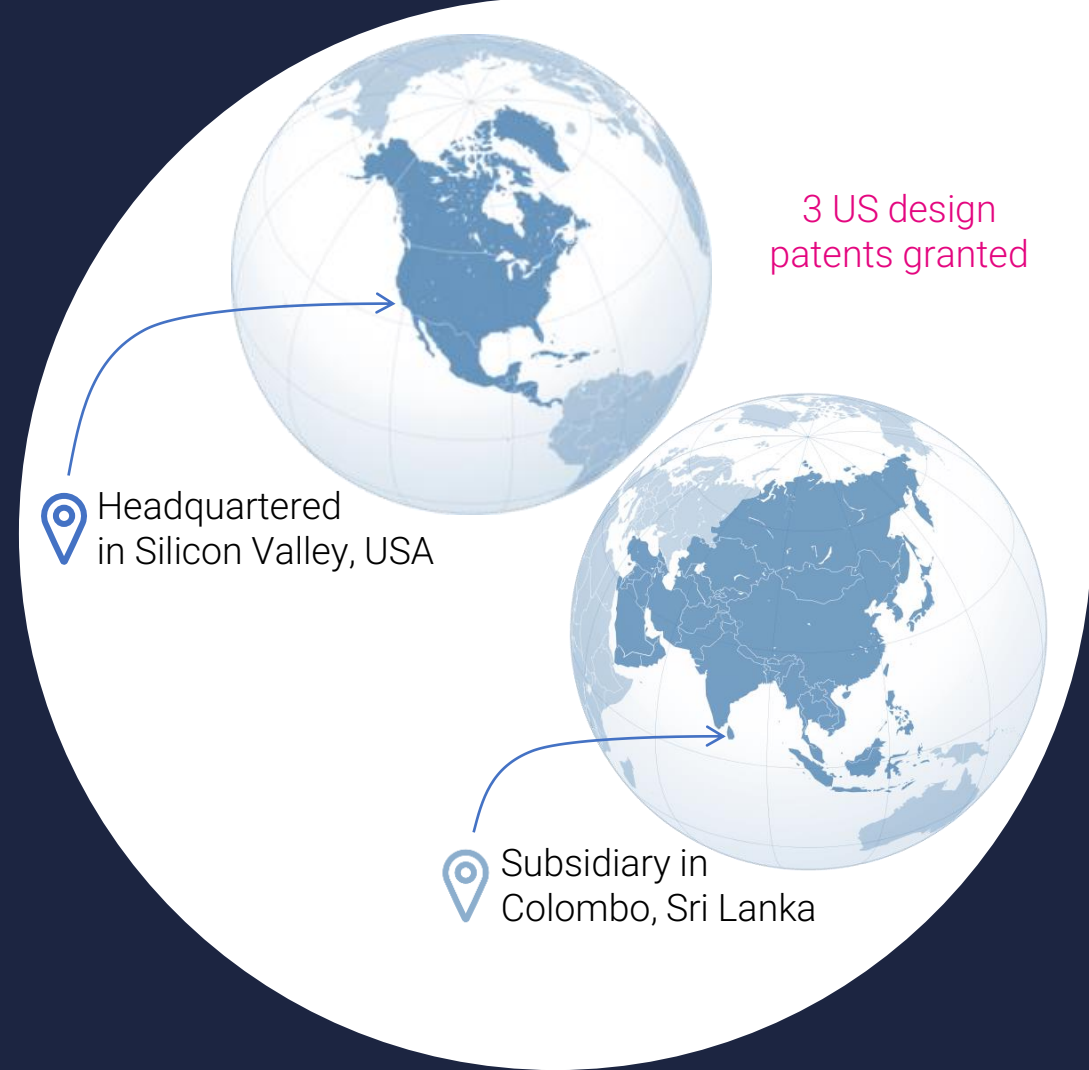
Andun Gunawardene
Head of Engineering & CS
BSEE First Class Honors
(University of Moratuwa)



Sach Ponnampereuma
Head of R&D and Products
BSEE First Class Honors
(University of Moratuwa)



Manjula Dissanayake
Board Member
Ph.D. in Entrepreneurship
(University of Adelaide)





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Designed for customer obsession!

info@emojot.com
www.emojot.com

