



THE EASY ANSWER FOR OPTIMIZING YOUR CUSTOMER EXPERIENCE AND OPERATING EXPENSE

IgniteTech's BryterCX provides visibility into the true end-to-end customer journey management solutions across channels and identifies points of friction that cause negative customer experiences.

MONITOR AND MEASURE CUSTOMER JOURNEYS TO REDUCE CHURN, DRIVE REVENUE AND INCREASE CUSTOMER SATISFACTION

Aggregate data from all customer touchpoints and analytics sources, online and off. Easily visualize, measure, monitor and optimize your customer journeys, all with IgniteTech's BryterCX solution.

BRYTERCX COPILOT

BryterCX CoPilot is a secure, Azure GenAI-powered assistant designed to enhance your reporting capabilities. Instead of sifting through intricate reports, business stakeholders can simply ask BryterCX CoPilot to deliver actionable customer experience insights across various channels. With a focus on data confidentiality, CoPilot simplifies the complexity of customer experience data, enabling quick and informed decision-making.



Track Metric Changes

Uncover what causes customer behavior changes across your channels. Review actionable data to fix issues and optimize your customer experience.



Detect Anomalies and Alert Your Team

Proactively respond to customer issues by identifying patterns and attributes that contradict historical behavioral patterns.



Measure Impact to the Bottom Line

Track cost-per-interaction to understand the financial impact of any channel. Evaluate how changes across individual channels impact the entire enterprise.

FOR MORE INFORMATION

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