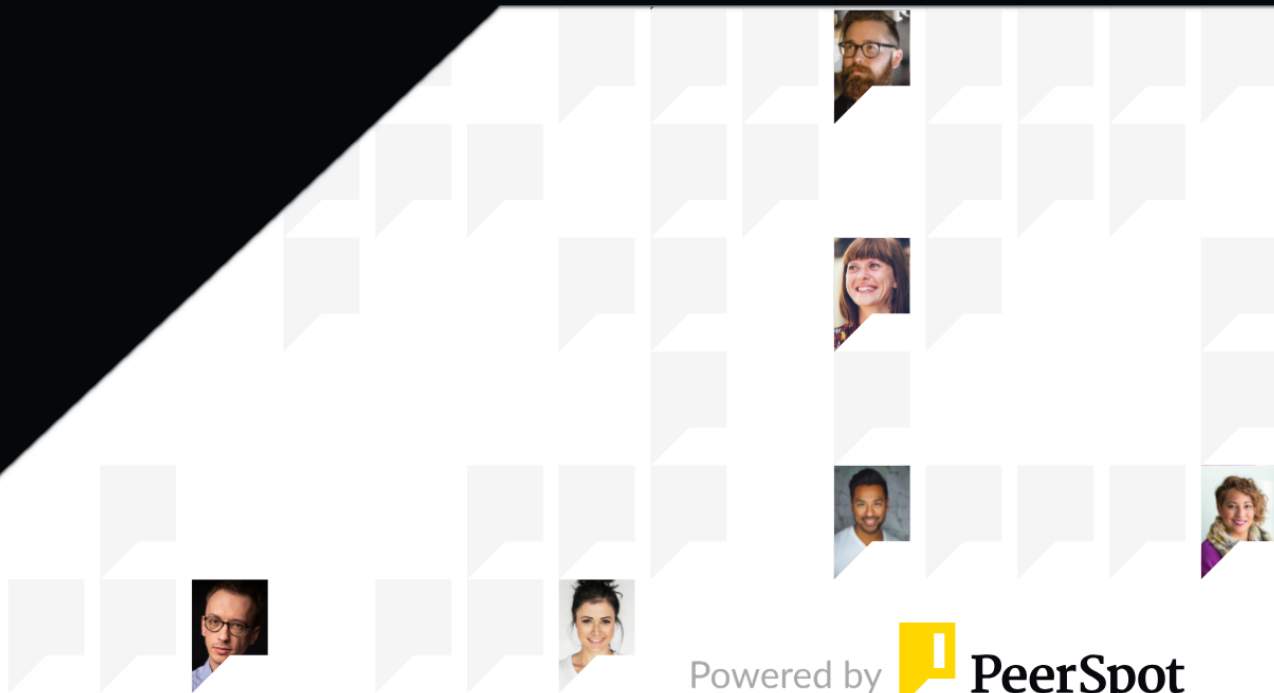


aws marketplace

SuccessKPI

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



SuccessKPI

SuccessKPI Recap

SuccessKPI is a powerful analytics platform designed to enhance decision-making and performance monitoring capabilities for businesses seeking to optimize customer interactions.

By leveraging real-time insights, SuccessKPI enables organizations to execute data-driven strategies effectively. It seamlessly integrates with other systems, providing an advanced framework for analyzing metrics that matter most to the business. Known for its reliability and precision, SuccessKPI helps businesses to transform raw data into actionable insights with ease.

What are the key features of SuccessKPI?

- **Real-Time Analytics:** Provides instant insights for informed decision-making.
- **Customizable Dashboards:** Tailors visualization options to specific business needs.
- **Automated Reporting:** Delivers scheduled reports, enhancing transparency.
- **Seamless Integration:** Easily connects with existing business tools and platforms.
- **Scalable Architecture:** Adapts to growing business demands effortlessly.

What benefits and ROI can be expected from SuccessKPI?

- **Improved Efficiency:** Streamlines operations through data-driven strategies.
- **Increased Visibility:** Enhances understanding of customer interactions.
- **Cost Reduction:** Identifies areas for cost optimization through detailed analysis.
- **Enhanced Performance:** Drives better outcomes with the precise measurement of success metrics.
- **Data-Driven Decisions:** Empowers teams with actionable insights.

SuccessKPI is widely adopted across industries such as finance, healthcare, and retail. Businesses within these sectors utilize its capabilities to analyze customer behavior and improve service delivery, leading to increased customer satisfaction and operational effectiveness. Its implementation is recognized for balancing innovative data analysis with practical application, ensuring industry-specific challenges are met with bespoke solutions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✔ “SuccessKPI has impacted my organization positively by allowing my agents to guide their own quality and manage their quality on a daily basis based upon the feedback that the system is giving them, and we have become so reliant on it that we actually use that report as the foundation for the quarterly quality bonus that my agents have, so they are able to manage and monitor their progress towards their quarterly quality bonus based on the statistics that we surface.”



Terry Lang

Director of Customer Experience at Edcor Data Services LLC

- ✔ “SuccessKPI has positively impacted my organization by helping us track and organize everything, so nobody will be left out from the things they have achieved or not achieved because everything is present in one system, making it easy for us to compare and visualize data and for managers to easily measure each employee's success rate.”



Prajwal Shetty

CRM Manager at a financial services firm with 201-500 employees



“SuccessKPI offers strong performance capabilities, eliminating the need for manual tracking as it provides appropriate and errorless analytics, which helps us to understand what improvements are necessary in our products based on customer preferences.”



Validated user

Database developer at a university with 501-1,000 employees

What users had to say about valuable features:

“The best features SuccessKPI offers include its ability to measure our success and keep everything on record. For example, I can monitor how much success we have already achieved and how much we need to achieve.

“SuccessKPI helps me monitor my progress by updating the success KPI in the dashboard, showing how much I have achieved. For example, in the dashboard we built, if my goal is ten registrations, as I complete one, two, three, and so on, a bar or graph displays our achievement. Those are the features I appreciate.

“Regarding features, everything is available on the dashboard, allowing us to see and measure our success through visualization. It makes it easy for someone to present or conduct a presentation as well..”

Prajwal Shetty

CRM Manager at a financial services firm with 201-500 employees

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“I knew about SuccessKPI when I was in college, but I did not use it then. When I joined the current company, my company was using SuccessKPI for client data and exploring analytics. SuccessKPI is providing the analytics tool to measure how many clients are using this, and how much the performance of our product is. In my current company, for the last four months, I have been using SuccessKPI.

SuccessKPI positively impacts my organization by providing revenue reports for both clients and employees, which plays a crucial role in our operations.

SuccessKPI offers strong performance capabilities, eliminating the need for manual tracking as it provides appropriate and errorless analytics, which helps us to understand what improvements are necessary in our products based on customer preferences. It is useful for real-world applications, especially when dealing with many clients, as it automates tracking reports effectively and can handle large data sets without issues..”

Validated user

Database developer at a university with 501-1,000 employees

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“The best features of SuccessKPI are being able to use your base call center data and import other data from other sources easily to combine all of those into the business analytics tool, and it surfaces these in basic reports, dashboards, dossiers, graphs, and charts; there are dozens of different ways that you can surface that data.

“SuccessKPI has impacted my organization positively by allowing my agents to guide their own quality and manage their quality on a daily basis based upon the feedback that the system is giving them, and we have become so reliant on it that we actually use that report as the foundation for the quarterly quality bonus that my agents have, so they are able to manage and monitor their progress towards their quarterly quality bonus based on the statistics that we surface.

“One of the key things that we have seen is that our agents, especially our newer agents, are able to monitor their progress as they become more proficient with the different policies, procedures, and processes that our clients require on the telephone, and they can see that as it is surfaced in their balanced scorecard on a daily basis. .”

Terry Lang

Director of Customer Experience at Edcor Data Services LLC

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Use Case

“As a CRM manager, my main use case for SuccessKPI involves tracking click rates, open rates across various channels such as email, push, WhatsApp, in-app notifications, and RCS channels, along with conversion metrics. When users land on a page and take actions, I monitor how much conversion is generated.

“For example, when I work on the UPI product, I observe that whenever users land on the UPI landing page and do not complete registration, they drop off in the middle of the registration process. I send them communication immediately, within five minutes of their drop-off. The reason I choose five minutes is because many users who do not return within one hour of their drop-off are highly unlikely to return for registration. I place the first nudge within five minutes and the second nudge within one hour. During this campaign, if someone completes registration out of all the drop-offs, that registration represents the success KPI for me..”

Prajwal Shetty

CRM Manager at a financial services firm with 201-500 employees

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“We use Amazon Connect as our telephony system, and it does not come with a native statistics tool, so we use SuccessKPI's data and analytics platform to surface our Amazon Connect data streams.

“SuccessKPI helps us with our Amazon Connect data by allowing us to take our speech analytics, our basic call center data such as handle time and after-call work time, as well as our quality management where we measure call quality, and surface all of those into an easy-to-read balanced scorecard that is delivered to my agent's desktop.

“We have recently started using SuccessKPI's workforce management tool that is guided by AI predictive call flows, and we are also in the process of implementing their artificial intelligence agent assist tool.

“I use SuccessKPI's workforce management system, and we do not integrate our other tools other than the Amazon Connect telephony system. .”

Terry Lang

Director of Customer Experience at Ecor Data Services LLC

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“My main use case for SuccessKPI involves our company having six products, but the main products are four. Our company requires every employee to give their KPI every three months. For customers, we track every day's details, such as how many customers are using it, how many customers are liking it, and how much our products are responding to them. For instance, using Flipkart as an example, we look at which products from the eighteen to twenty-five age group women are using the most this season, and these kinds of metrics are mapped with the KPI to improve performance.

This process helps us to upgrade our product by fifteen percent every month by showing where improvements are needed. I also submit my KPI report of my product in March month after three months. The platform effectively handles large projects, taking every detail and generating proper revenue reports without manual checks. This helps us identify strengths and areas for improvement, presenting a clear direction for changes needed. The data-driven approach focuses on customer usage and product performance, including timing, which continually delivers improvement suggestions. As a beginner, I faced challenges understanding how things work since my mentors provided limited guidance, making it daunting at times.

Overall, SuccessKPI is a powerful analytics tool essential for tracking and improving client and employee performance based on data, especially concerning customer experience..”

Validated user[Read full review](#) 

Database developer at a university with 501-1,000 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup of SuccessKPI was very easy; once you have an Amazon Connect instance established, they are very easy to work with and able to integrate that in very easily. .”

Terry Lang

Director of Customer Experience at Edcor Data Services LLC

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Customer Service and Support

“Customer support from SuccessKPI is on-time, providing feedback on everything with on-time solutions or troubleshooting. I would rate the customer support a ten..”

Prajwal Shetty

CRM Manager at a financial services firm with 201-500 employees

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Other Advice

“On a scale of one to ten, I rate SuccessKPI an eight, with eight being that it is one of the best tools and two where they can make improvement in terms of how they can leverage AI. Regarding SuccessKPI's AI capabilities, I believe it is adhering to all the rules and guidelines given by the government and the public, so there is nothing to worry about. My advice to others looking into using SuccessKPI is to go for it, as it is one of the best tools I have ever seen. I rated this product eight out of ten..”

Prajwal Shetty

CRM Manager at a financial services firm with 201-500 employees

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“I am working on a product with many modules, including client, contact, job, task, and legal modules, which makes it quite large. In my four months of work, I have not had a chance to go through all modules, but SuccessKPI delivers precise results from the data it assesses. I focus mainly on managing client data and understanding client errors, which informs us about modules needing improvement and aids in optimizing our code for quicker responses.

When we receive revenue reports, our primary goal as a company is client satisfaction. The reports indicate which modules clients face issues with, leading our product managers to strategize improvements. This flow of information helps enhance customer satisfaction and product performance all around.

I would rate SuccessKPI overall an eight out of ten because it fulfills our company's goal of generating revenue reports for customers, in addition to employee performance and analytics tools that measure client satisfaction. The capabilities are evident in our live projects, aiding my understanding, but I deduct two points because, as a fresher, I find it takes time to grasp how it works..”

Validated user

Database developer at a university with 501-1,000 employees

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“SuccessKPI is deployed in my organization as a private cloud deployment.

“SuccessKPI is deployed in the Amazon Web Services, the AWS ecosphere.

“I purchased SuccessKPI through the AWS Marketplace.

“The most important factors in my decision to choose SuccessKPI over other solutions were that I wanted someone who would help me deploy a tool that is going to help my agents be successful, and we needed to have more robust data and a tool that would allow us to do that easily.

“SuccessKPI has a very complete monthly release schedule, and they put out a comprehensive document as well as a narrated video of what the upcoming changes will include, and these changes are also found on their website.

“My advice to others looking into using SuccessKPI is to understand that this product is not specific to any CCaaS or cloud-based customer service tool; this can be integrated onto any tool, and they do have some preferred partners such as Genesys, NICE, Zoom, and Amazon Connect, but this can be integrated onto the back of any CCaaS service.

“I have worked with everyone in the SuccessKPI organization from their CEO down in some regard over the past four years as that company has grown, and they are an invaluable asset as far as the success of my agents; we only have twenty agents at our place, so this is an extremely robust tool that is very cost-effective even for small call centers, but scales up to thousands of agents very easily as well.

“I rate this product ten out of ten. .”

Terry Lang

Director of Customer Experience at Edcor Data Services LLC

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Top Industries

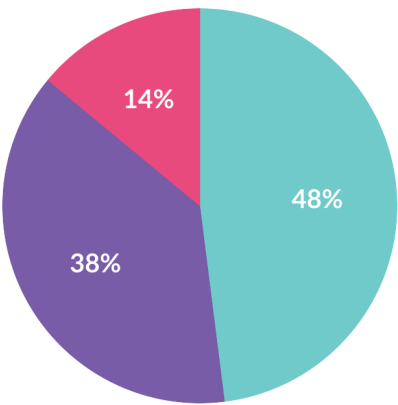
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Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944