



CX Portal

Real time insightful dashboards and tools to drive high value decision making.

DASHBOARD AND REPORTS



**Helpdesk
Insights**



**Bot Performance
and Training**



**Ticket
Management**



**Product
Configuration**

Access to Actionable Data-Driven Analytics While Also Focusing on the Bot Accuracy

The CX Portal helps institutions analyze the interactions that have happened with the Bot, helpdesk, self-help knowledge base, and messaging. It focuses on measuring, monitoring, and managing your institutions' helpdesk analytics such as total conversations, total sessions, interaction by channel, top intents, and more. Additionally, this tool helps institutions in training the bot based on the insights provided.

CX PORTAL - FEATURES

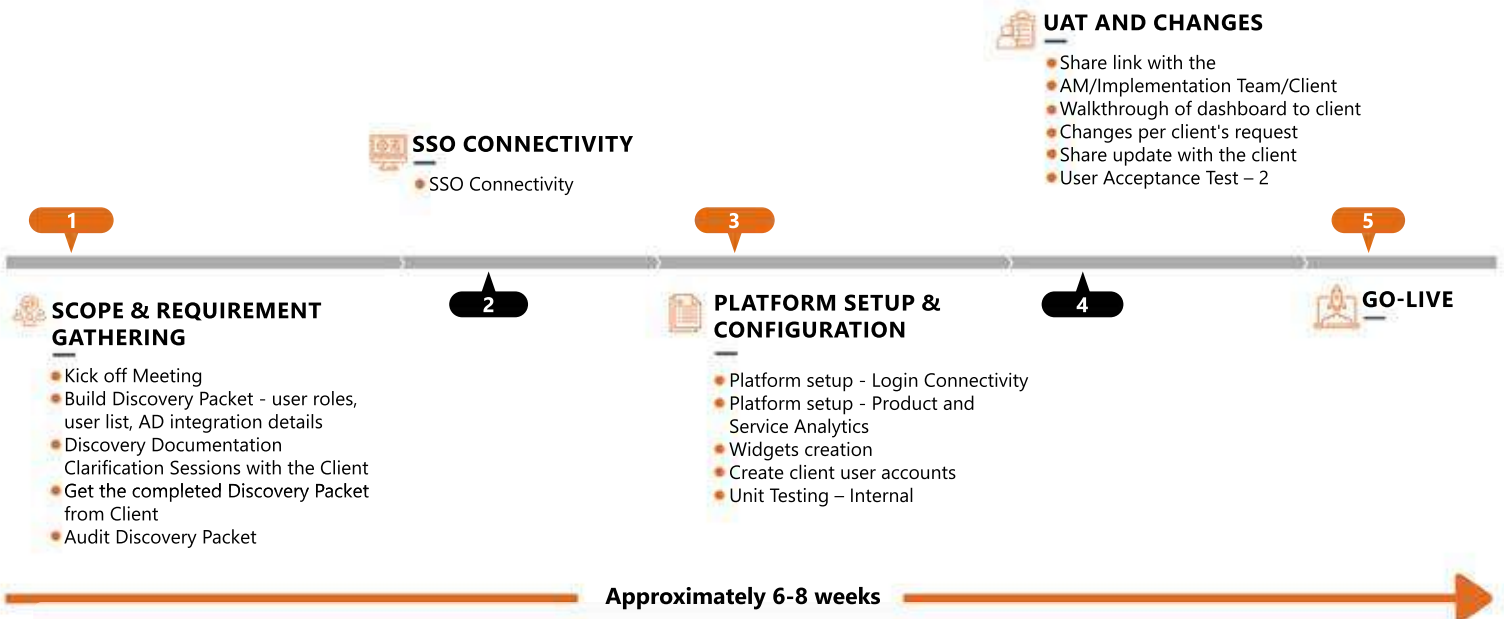
- ✔ Provides insights into call volumes and student behavior
- ✔ Tracks the accuracy of your AI bot and provides analytics that help with refining bot training
- ✔ Role-based access to view real-time insights
- ✔ Provides an option to download reports

CX PORTAL - BENEFITS

- ✓ Provides an in-depth view into your support services, so you know exactly what's happening at all times.
- ✓ Helps monitor performance of advisors in real time.
- ✓ Allows you to view insights from multiple sources in a single dashboard
- ✓ Dashboard is accessible from a single set of credentials, making it easy to get the reports you need.



CX PORTAL - TIMELINE



"BlackBeltHelp is the leading provider of CCaaS and AI-powered CX Engagement Solutions for students, faculty, and staff.

Our CX Solutions and Human Cloud Network empower Higher Education Institutions to extend their support services across campus, improving the student experience and ultimately increasing enrollment and retention."

- Anthony R. Humphreys, President, BlackBeltHelp

Request a live demo to see our CX Portal in action!

