miagen Customer 360

REAL TIME ALERT

At Risk Customer: ABC Ltd.

Volumes	-6%
SLA Failures	4.8%
Customer Sat	6.5

Action

Engage Customer Immediately

EXPERIENCE
- Interactions
- Satisfaction
- Feedback
- Orders
- Invoices
- AR
- Trends
- Promotion Events

BRANDS, PRODUCTS, CHANNELS, SEGMENTS
- Volumes
- Time Periods
- % Share
- Production Capacity
- Constraints
- Marketing ROI
- Profitability

METRICS
- SLA Success/Failure
- Pricing
- LTA Volumes Compliance
- Segments
- KPIs

LIFETIME VALUE
- Profitability
- Growth Trends
- White Space
- Products
- Service Lines
- Tenure
- AcquisitionCost
- Retention Cost

GROWTH OPPORTUNITIES
- Buying Prompts
- White Space
- Trends
- Exceptions

COMPLIANCE
- KYC Compliance
- HR Compliance
- Health & Safety
- Traceability

Orders

Profitability

HR Compliance

Production Capacity

Trends

Volumes

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