



3DEXPERIENCE™

EXALEAD ONECALL

COLLABORATION



SUMMARY

EXALEAD OneCall aggregates onto one screen all the data from your CRM, internal systems and the WWW in real time. A customer engagement application, it is designed to help firms facing sales and marketing challenges.

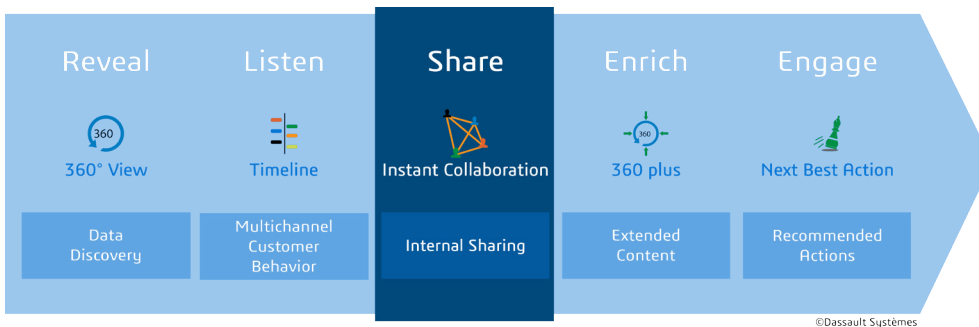
One of the most innovative functions of OneCall is how it facilitates internal collaboration. Thanks to its capability to manage raw data, the solution is able to show all the events that employees want to “follow” and pushes to them information they may be interested in. Flow management and administrative dashboards are not required. A collaborator can follow and share any information they may be interested in. OneCall searches and links data to each employee according to his preferences. It indexes the data any employee would like to share. Even the customers can collaborate with the firm thanks to the solution. In addition, supervisory screens are available for managers to have a complete overview.

DATA-LED COLLABORATION

- Thanks to its semantic engine, EXALEAD OneCall analyzes data.
- Heterogenous events are available any time.
It may concern actions generated by channels (voice, email, chat etc.) or product information, customer conversations, weak signals (from logistics, customer consumption).
- Collaborators and customers follow data categories that interest them (their product, city, contacts, tags, etc.).
- A newsfeed is available (mobile or PC), depending on reader interests.
- Collaborators and customers can interact, posting, following, and commenting.
- The semantic rules engine makes recommendations for reacting to an event, even proactively.
- Algorithms analyze exchanges to detect and anticipate behaviors.

ADVANTAGES FOR COMPANIES AND CUSTOMERS

- Forge new ways to exchange by prioritizing collaborator responsibilities.
- Improve answers provided to the customers by contextualizing discussions. Better responsiveness.
- Increase productivity by rationalizing exchanges.
- Improve customer knowledge by indexing discussions. No interactions are lost.
- Increase customer engagement by sending recommendations and alerts regarding the discussion topics. (Business Recommender module and Advanced Analytics – June 2016)



Our 3DEXPERIENCE® platform powers our brand applications, serving 12 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the 3DEXPERIENCE® Company, provides business and people with virtual universes to imagine sustainable innovations. Its world-leading solutions transform the way products are designed, produced, and supported. Dassault Systèmes' collaborative solutions foster social innovation, expanding possibilities for the virtual world to improve the real world. The group brings value to over 210,000 customers of all sizes in all industries in more than 140 countries. For more information, visit www.3ds.com.

