



3DEXPERIENCE™

EXALEAD ONECALL

MEET CUSTOMER EXPECTATIONS

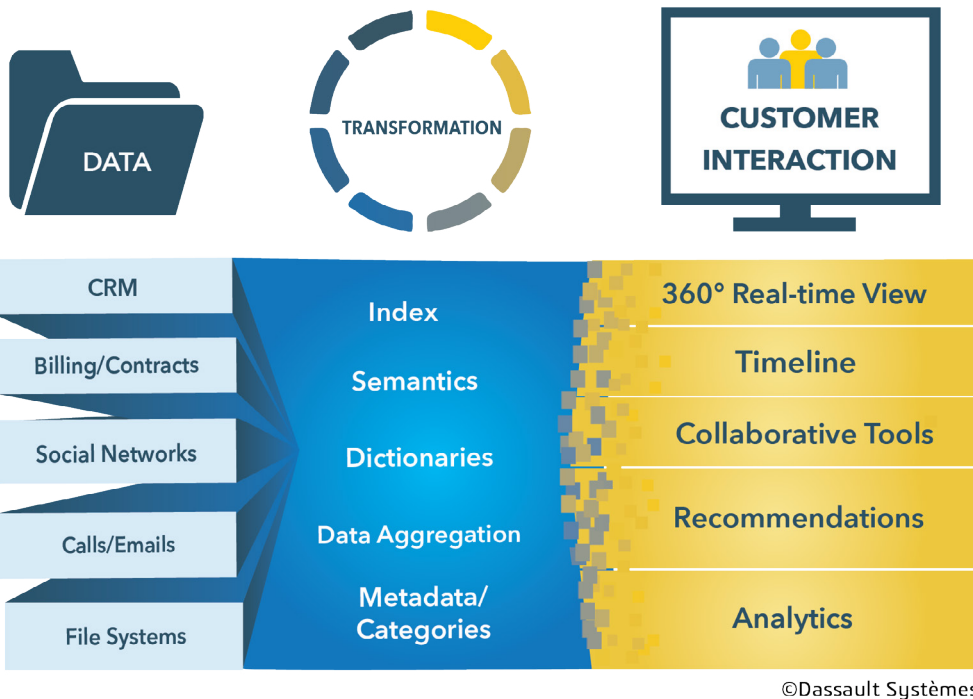


RECONCILE DATA AND SOFTWARE

EXALEAD OneCall is a “360° customer” solution that collects, indexes, analyses and uses the company’s information to boost agents’ performance, improve customer satisfaction and cut operating costs. Today, business software applications tend to exist in silos; they contain valuable information, but are not connected to each other. OneCall uses an index to aggregate these systems. It produces a genuine 360° view of the customer experience with powerful recommendations at every stage of interactions with customers. It can also detect weak signals and predict customer behaviour. **Proactive customer relationship management with OneCall.**

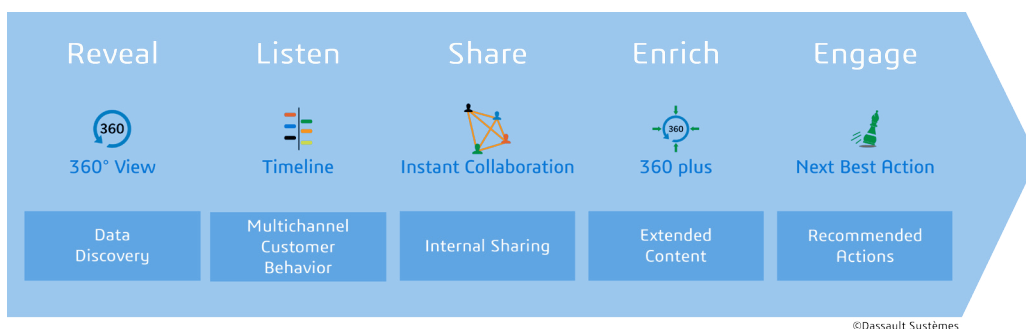
ONECALL IN BRIEF

- Ontology is at the heart of OneCall. OneCall uses its semantic capabilities to link events to the data from the systems.
- It also indexes the content of these systems and structures it. The information is then readily legible, understandable and usable.
- The agent or customer interface offers a comprehensive 360° vision.
- The semantic functionality is also used to suggest recommendations or to push orders to the routing tools.
- OneCall also features a multi-faceted collaboration function that makes for easier interaction between agents and the customer.
- The algorithmic processing of the data allows customer behaviours to be detected. This data can be used by the rules engine.
- OneCall is platform-agnostic and takes just a few weeks to implement.



ONECALL TODAY AND TOMORROW

- Produces a consolidated, real-time and relevant view of the customer in the company (call centres, stores, self-service stores)
- Recommends the best actions and sends alerts
- Optimises the routing of customer requests
- Enables data-driven internal and customer collaboration
- Features algorithms to predict and detect customer behaviours for better interaction



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 190,000 customers of all sizes in all industries in more than 140 countries. For more information, visit www.3ds.com.

