

Real-Time Analytics for Modern Contact Centres



The Challenge

How to Drive Sophisticated Analytics That Deliver Actionable Insights

Genesys Cloud provides a powerful foundation for managing omnichannel customer experiences.

As customer interactions grow more complex, CX leaders are looking for ways to go beyond operational reporting — bringing together data from multiple sources to create real-time, insight-driven decision making.

Supervisors and analysts need accurate, unified visibility that aligns to operational intervals, supports fast action, and connects seamlessly across platforms like CRM, WFM, and automation.

The Result

With CSI for Genesys Cloud, organisations extend their analytics capabilities — transforming data into actionable, real-time intelligence.

The result is faster decisions, stronger performance, and a customer experience that evolves with every insight.

The CSI Solution

Customer Science Insights (CSI) builds on Genesys Cloud's native reporting to deliver advanced analytics and actionable intelligence that empower CX leaders to make better decisions, faster.

- + **Truly Real-Time**
Dashboards refresh continuously so supervisors can act while issues unfold.
- + **Unified View**
Combine Genesys Cloud data with CRM, bots, WFM, and more.
- + **Actionable AI**
Alerts and recommendations highlight anomalies and interventions before SLAs are missed.
- + **Enterprise-Ready**
Publish clean, schema-ready data to Snowflake and BI tools for strategic reporting.
- + **White-Glove Support**
Australian-based experts help tailor analytics to your environment.

Together, Genesys Cloud and CSI enable organisations to evolve from reporting on what happened to knowing exactly what to do next.

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CSI turned our Genesys data into a single source of truth. We can finally see, understand, and act on what's happening in real time.

— CX Leader, Financial Services

Key Features at a Glance

Unified Dashboards

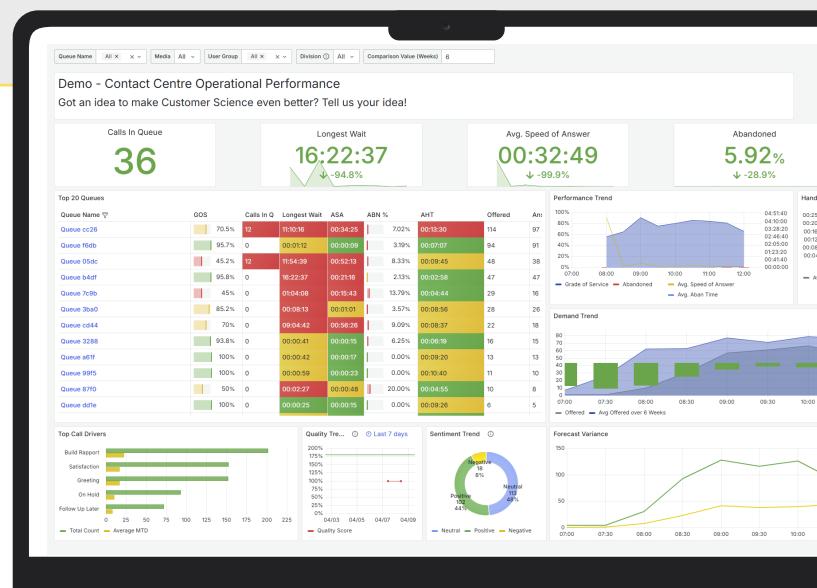
Live operational views across voice, digital, bots, CRM & WFM.

Real-Time KPIs

Monitor SLAs, occupancy, handle time, and agent performance instantly.

Accurate Real-Time KPIs

CSI uses interval logic that aligns with operational metrics, ensuring your real-time dashboards reflect reality – not reporting lag or distortion.



Actionable AI

Smart alerts & insights guide supervisors to act quickly.

Drill-Through Analytics

Click through KPIs to pinpoint root causes fast.

Leadership Dashboards

Strategic, board-ready views for executives.

Data Export & BI Integration

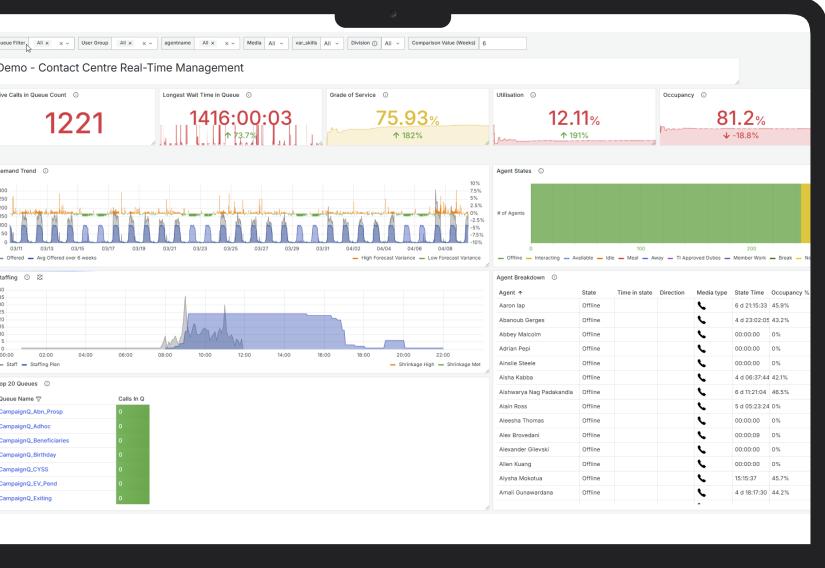
Push clean data to Snowflake, Power BI, Tableau & more.

Flexible Hosting

Cloud, hybrid, or on-prem in Australia.

Local Support

Responsive, expert help from Australian-based consultants.



Get Started

See how CSI transforms Genesys Cloud analytics from reactive reporting to real-time intelligence.

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