

# Customer Contact Center Module

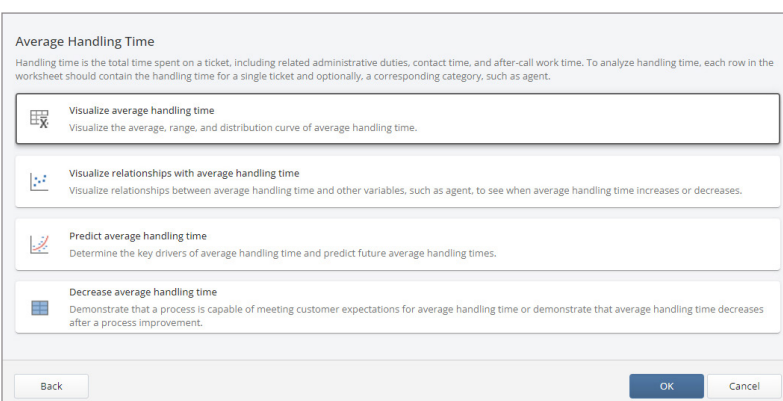
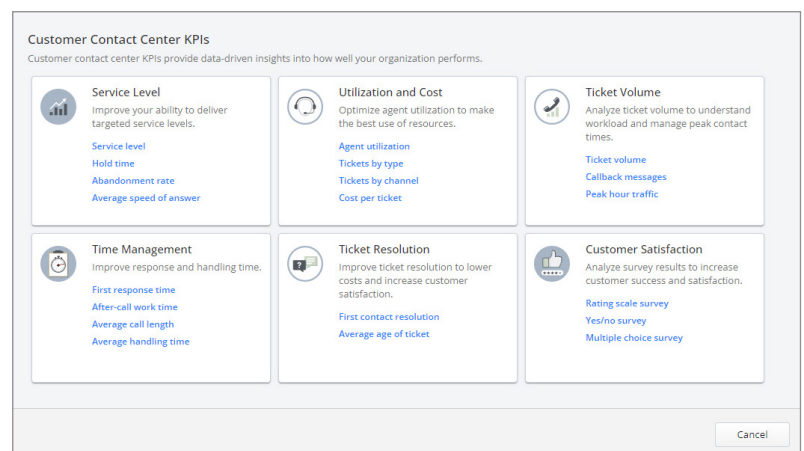
## Data Analysis for Customer Contact Centers

The Minitab® Customer Contact Center Module provides organizations with purpose-built data analyses to help them measure, understand, and improve their customer contact centers. Guided problem solving with commonly used terminology saves time and simplifies uncovering the most frequently used customer contact center key performance indicators (KPIs).

## Familiar KPIs and Terminology

The Minitab® Customer Contact Center Module makes it easy to find the data insights you need. Pre-built analyses for KPIs like utilization and cost, ticket volume, response and handling time, ticket resolution and customer service save time previously spent deciphering what type of data analysis to use for the desired results.

Guided problem solving written in commonly understood customer care language means you don't have to be a statistician to understand your data.

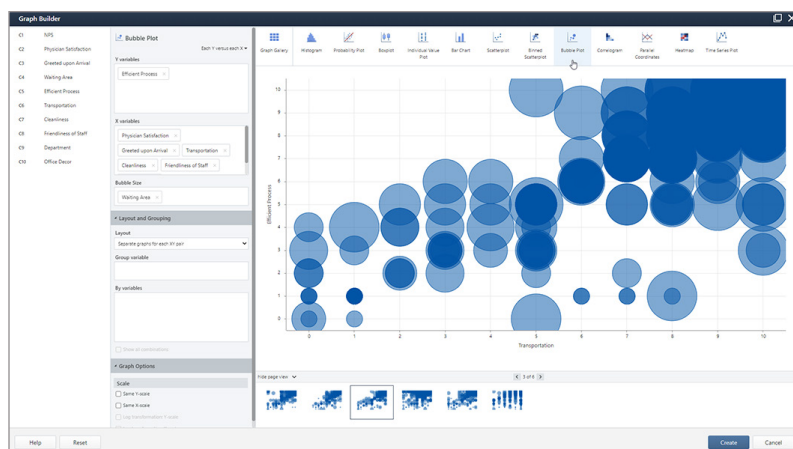


## Expert Guidance

Information icons connect to support pages written in your terminology with specific customer contact center examples, while our industry-leading technical support team is available via phone or email to help as needed.

# The Power of Minitab®

Minitab®'s trusted statistical tools help organizations around the world get the most out of their data. Discover trends, identify and predict patterns, uncover hidden relationships between variables, and create precise visualizations to tackle even the most daunting challenges and opportunities on your desktop or in the cloud.



# Minitab®

Accelerate your digital transformation

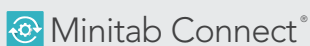
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Data Analysis



Powerful statistical software  
everyone can use

Data Transformation



Data access, automation, and  
governance for comprehensive insights

Predictive Modeling



Machine learning and Predictive  
analytics software

Online Stat Training



Master statistics and Minitab  
anywhere with online training

Visual Business Tools



Visual tools to ensure process and  
product excellence

Project Ideation & Execution



Start, track, manage, and execute  
innovation and improvement initiatives