



Improve contact center outcomes with real-time customer insights directly inside Salesforce.

Quantum Metric works with customer service teams to improve the customer experience, rescue customers in real-time, and reduce the time it takes to troubleshoot issues when customers do call in. Our real-time insights platform is used by leading retailers, banks, insurers, and more, to power better customer and agent experiences.

Quantum Metric helps customer service teams:



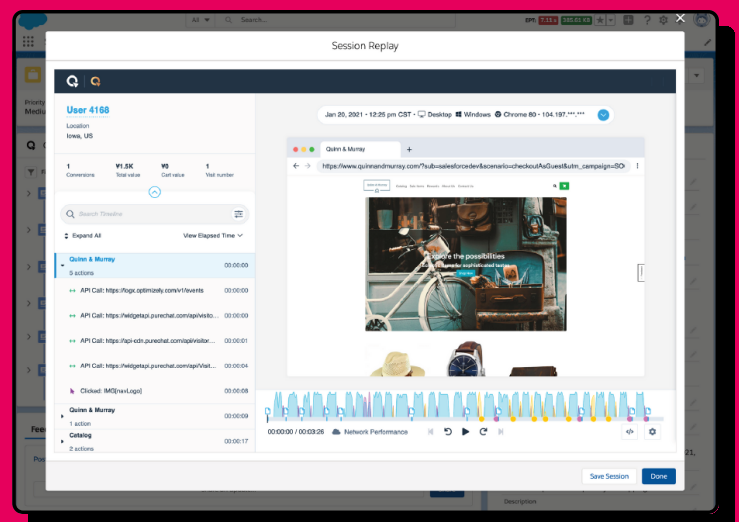
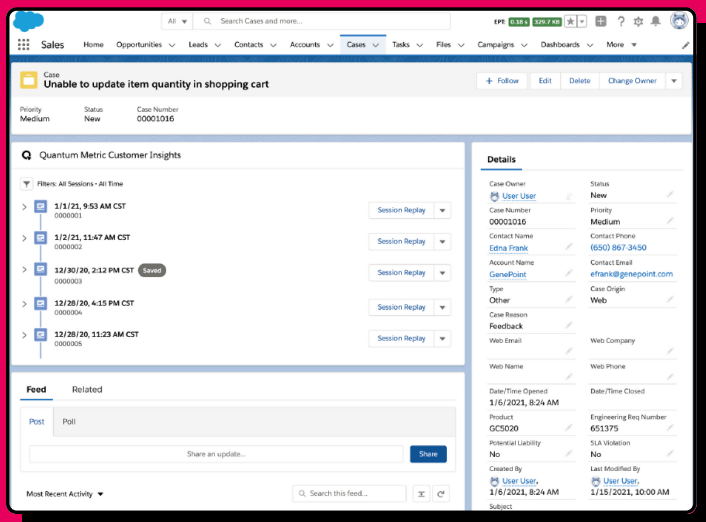
View 100% of customer sessions, in real-time, to quickly understand what customers did prior to contacting support.



Align service and digital teams to proactively deflect calls and reduce the impact into contact center.



Improve agent productivity and customer satisfaction by removing frustration and quickly resolving support cases.





Reduce contact center costs and improve the customer and agent experience.

Reduce call times by allowing your agents to view what customers did prior to contacting support.

- Enable agents to look up customer sessions, without ever leaving the case in Service Cloud, and reduce the time it takes to triage a customer's issue.

Improve the escalation process and reduce false escalations.

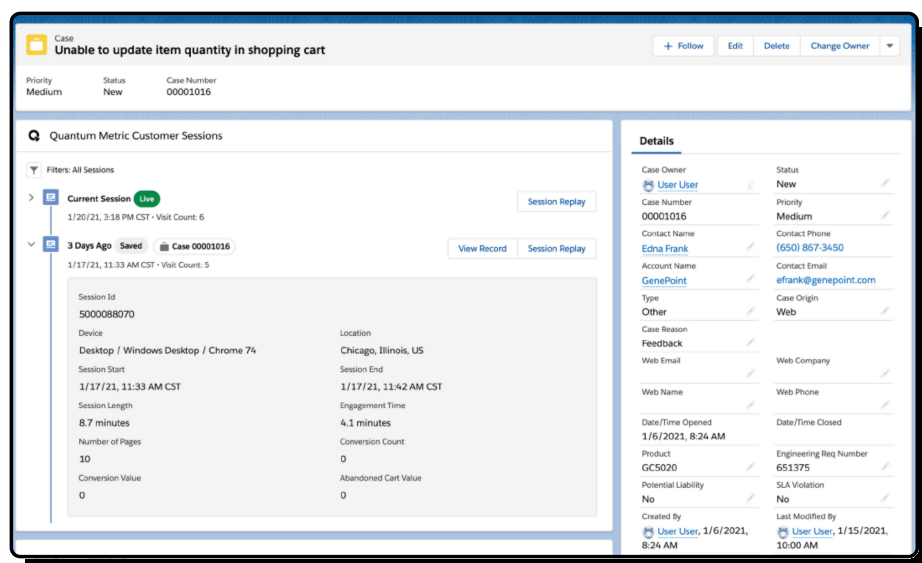
- By viewing the session and user details — like device type, operating system, etc. — agents can cross-reference with known issues and reduce escalations.
- Instead of filling out long incident reports, attach the replay and enable engineering to reproduce and diagnose faster.

Proactively engage struggling customers on your website.

- Automatically detect customer friction and trigger a real-time chat to keep customers on a lower cost channel.

Improve first call resolution times and the customer experience.

- Resolve cases faster with real-time insights into customer friction and without asking customers to explain their frustration.
- Increase CSAT scores and NPS with more personalized, empathetic, and accelerated white-glove support.





Customer story

Brokerage firm reduces call time by three minutes and false escalations by 50%.

The customer care team at a brokerage firm was seeing an average handle time of eight minutes. Already an existing customer of Quantum Metric, the firm began a three-week proof of concept (POC) of real-time session replay in its contact center.

Within three weeks of the POC, the care team found that average call time had reduced by three minutes. Agents didn't have to spend the first few minutes of a call asking the customer to explain where they navigated and what they experienced. In addition, false escalations were also halved. Because agents could instantly see user details in the session playback—e.g. geography, device, OS, etc.—they could quickly cross-reference them with each day's list of known issues. Within six months of this POC, the firm rolled out Quantum Metric to over 300 contact center agents.



"Before Quantum Metric, it was like the blind leading the blind. Now we are addressing these issues, shortening calls, and our customers are happy."

— HEAD OF CUSTOMER TRANSACTION SERVICES

Quantum Metric

For Continuous Insights, Continuous CX Improvement

For many organizations, data is siloed, impact is hard to quantify, and it takes too long to align on priorities. That's why we built Quantum Metric, to help customer-facing and digital teams create better experiences for their customers. With a shared, quantified, and continuous view of customer signals, teams can focus on their most important work.

[Watch a product tour](#)