CallMiner

CallMiner Professional Services

API Integration

Connect the insights derived from the CallMiner platform with other critical business applications

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In today's increasingly interconnected business environment, the lack of integration across systems, processes and teams poses a substantial peril to organizational growth. Lack of integration across systems can create data silos, inefficiency and an inability to get timely access to critical information. The API Integration package enables customers to leverage the CallMiner API to streamline information sharing and increase impact across their business.

 Customers can integrate data from CallMiner into other key business applications, such as CRM or workforce management systems, expanding the reach of the conversation intelligence program.

Deliver insights to critical business applications

The CallMiner development and implementation teams works closely with the business to determine which applications to integrate. CallMiner experts develop a roadmap for API integration with enterprise applications, offer validation from subject matter experts, and develop, test, and deliver the API code.

Improve decision-making across the enterprise

The CallMiner API Integration package improves organizational decision making by giving teams timely access to critical information. Critical insights from customer interactions are accessible in real-time, leading to quicker responses to emerging trends and issues. This streamlined access to information fosters a culture of data-driven decision-making throughout the organization.

Expand CallMiner's organizational impact

Integrating CallMiner-derived intelligence with other enterprise applications gives teams access to conversation intelligence data across all critical systems, resulting in increased speed to intelligence. Teams can use CallMiner data to inform other systems such as data visualization tools, machine learning platforms, cloud services and data storage locations.

Benefits

Widespread business value

Conversation intelligence data from the CallMiner platform can be made available to additional business applications, providing insight into those applications. By leveraging the CallMiner API, businesses can identify trends, improve operational efficiency, and ultimately enhance the overall customer experience across multiple channels.

Unified view of customer interactions

With access to CallMiner data, teams can gain a holistic perspective on conversation intelligence data, enhancing contact center operations and customer experience initiatives.

Increased speed to intelligence

Intelligence from the CallMiner platform is automatically integrated into critical business applications to drive better business decisions and outcomes faster so organizations can address challenges as they arise and take advantage of opportunities.

Consistency in data outputs

Creating an automated distribution of CallMiner insights removes any subjectivity in the interpretation of the data, leading to more consistency in data outputs to critical business applications.
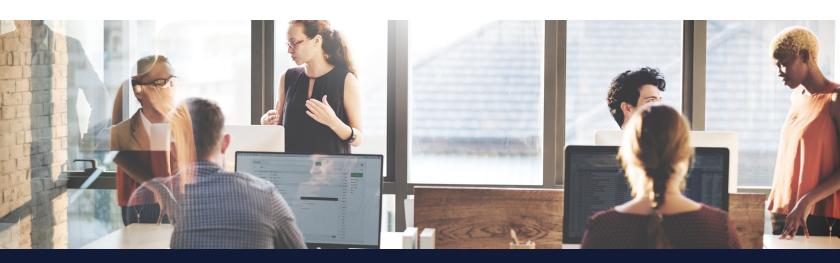
CallMiner Professional Services Packages

CallMiner Professional Services accelerates growth by utilizing a team of experts to deploy specialized projects that complement our out-of-the-box customer success program. CallMiner customers can benefit from value-driven professional services packages tailored to key points in their journey, providing an opportunity for enhanced support and insights.

Our professional services team combines data science and business analyst acumen to help you quickly realize additional value within your CallMiner environment. This approach helps ensure you always have an opportunity to achieve and maintain a competitive edge.

Request an Assessment Today

To begin a value assessment and recommendation on how best to apply CallMiner Professional Services please contact your CallMiner Sales Director or Customer Success Director. Also be sure to visit us at **callminer.com** or our community-based website for customer engagement professionals at **community.callminer.com**.

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