



Working smarter, not harder to automate customer satisfaction with AI Insights

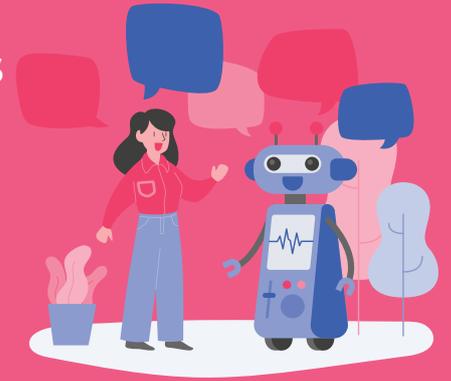
3 ways to improve customer satisfaction in Jira Service Management

Up until now, expensive post incident surveys were the only way to track and measure customer satisfaction. But if your clients are using JSM for customer support then automated AI driven customer satisfaction tracking is now possible.

1 Get the complete CSAT story with AI driven real-time analytics

The tendency of unsatisfied customers to express themselves while satisfied customers remain silent can be countered utilising AI natural language analysis.

Rather than gather feedback from a minority utilising post-incident surveys, all agent and customer interactions can be analysed by AI.



2 Create a CSAT culture of intervention instead of repair

Real-time feedback opens up new opportunities for action. If dissatisfaction is detected as soon as it appears, agents can intervene and prevent escalation and the risk of customers leaving dissatisfied.



3 Automate customer satisfaction monitoring with AI driven alarms and notifications

AI Insights customer sentiment alarms allow agents and managers to watch customer satisfaction metrics and receive notifications when satisfaction scores fall below configured thresholds.



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