Make smarter use of Genesys Cloud data with CX Vizz

CX Vizz by kerv

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Different folks care about different KPIs

Tailored dashboards and reporting tools have become indispensable to contact centre success.

Agents want to track their performance, efficiency and customer interactions. Supervisors need to be all over team performance, adherence and real-time queue stats. And executives want to know how contact centre trends are contributing to business goals such as customer retention, revenue growth, operational efficiency and brand reputation.

Attempting to serve all your stakeholders and data needs with native 'one-size-fits-all' dashboards doesn't usually end well. Limited visibility across the customer journey skews decision-making, resulting in missed opportunities and inefficiencies.

Genesys data and insights – your way

CX Vizz unlocks the full potential of Genesys Cloud data (from both the Genesys data lake and event stream) by seamlessly extracting, structuring and delivering it within your preferred business intelligence platforms. Driving deeper insights, smarter decisions and more measurable results – while reducing service disruption, training needs and costs.

Distinct advantages offered by CX Vizz include:

Data ops firmly in your hands
Integrates with leading tools such as Power BI, Grafana and Tableau – or any platform compatible with PostgreSQL or Microsoft SQL Server.

Two rapid deployment options
Self-hosted using our ready-to-use docker image, or hosted by Kerv on our Azure or AWS platforms.

Minimal cost and training needs
Users can leverage existing skills rather than having to learn another reporting platform. Kerv also offers free, pre-built dashboards.

Real time insights
Improving on-the-spot decisions and efficient resource management.

Zero coding
Removing the pain of tricky API connections through the use of standard database tables.

Full service wrap
Our CX Vizz experts can help with training, dashboard/report creation, troubleshooting and issue resolution.

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Why Kerv?

Hailed by Gartner® as a Magic Quadrant leader ten years running, Genesys Cloud is the go-to solution for organisations in 100-plus countries. Yet, creating a high-performing contact centre takes more than simply brilliant technology.

It requires a partner who understands how to get the best out of it. One that always has your back, responds quickly, knows their way around the Genesys organisation, plugs skills gaps, and brings a wealth of knowledge and new ideas.

Here are some other reasons why our clients choose us:

Elite Genesys Partner
We're one of only two UK providers to hold the highest accreditation for designing, implementing and managing Genesys solutions. We've also successfully completed 100+ Genesys Cloud deployments and were recognised as the 2024-2025 Genesys UKI Partner of the Year.

Unrivalled technical support, exclusively geared around Genesys
Our Managed Services team are with them every step of the way, simplifying implementation, operation and continual improvement of their Genesys solutions.

Constantly shaping CX and EX with AI thinking
Our senior CX consultants help clients create and drive unique innovation roadmaps. So, they can better target investment and unlock the Genesys features that matter most in terms of achieving their chosen KPI improvements and business outcomes.

Client-led development capabilities
Our developers are experts in creating new product capabilities – like CX Vizz – that integrates with Genesys Cloud CX. In so doing, they remove substantial expense and burden from their IT budgets.

Innovators in action

After successfully migrating 1700+ agents to Genesys Cloud, integrated with CX Vizz, Skipton Building Society contact centres now benefit from improved data tracking and forward planning capabilities.

Similarly, having simplified reporting with CX Vizz, Lemon Business Solutions is now able to instantly jump on service issues by comparing KPIs across multiple channels, improving productivity and making it easier to pinpoint coaching needs as well.

To arrange a demo or learn more about how Kerv and Genesys can help transform your contact centre, call 020 3137 8460, email us or visit our website.

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