

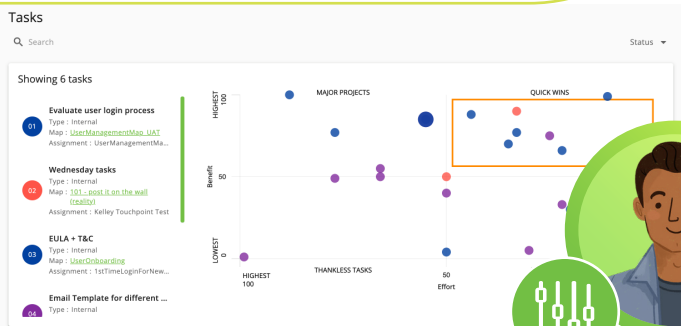


# Inspire Journey

Journey management driving the world's most empathetic customer experiences

## VISUALIZE

- Quickly map critical customer journeys against key personas, embed KPIs and attach emotions
- Living, breathing dashboards show entire customer journey
- Collaboration and feedback tools create efficient remote workflows

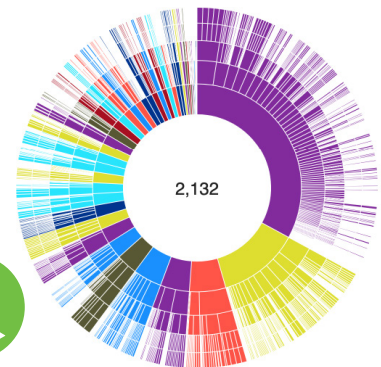


## PRIORITIZE

- Visualize and prioritize tasks and projects that truly matter
- Eliminate friction in real-time and enhance CX at every critical touchpoint
- Interactive tools identify and correct pain points and show measurable results

## ANALYZE

- Dynamically connect data at each interaction for accurate insights into unique customer's needs
- Bring science to CX by strengthening the opinions of specialists with real customer data



## ORCHESTRATE

- Empower your CX team to leverage accurate customer insights into deeply personalized next-best-action orchestration
- Automate next-best-actions that truly engage, driving the employee experience and true organizational change
- Orchestrate rapid changes to communications regardless of the channel

**nirva**

Smarter Customer Communications

Seamless integration with Inspire Flex and Inspire Evolve enables exceptional omnichannel communications that drive value

**quadient**  
Because connections matter.

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadient, please call us on +44 (0)20 7692 0616, email us at [enquiries@nirvauk.com](mailto:enquiries@nirvauk.com) or visit [nirvauk.com](http://nirvauk.com)