

Best Assessment Services of IBM Tealeaf

Optimize far-reaching potential of IBM Tealeaf solution by embracing the best practices to reduce your learning curve and get values as quickly as possible.



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- During the IBM Tealeaf Assessment Royal Cyber consultants will work with you to:

- Anticipated benefits

Our new best practice offerings have been designed to help you organize to the full potential of your IBM Tealeaf solution investment. With hundreds of successful implementations under our belt, we have amassed an arsenal of best practices. And our industries leading best practice team has created a maturity model to help impart this know-how in a manageable way – one that helps you to reduce your learning curve and gets you the value as quickly as possible.

Not just for new customers, the IBM Tealeaf Assessment can be utilized at any time to benchmark your current IBM Tealeaf solution and usage model. During this multi-day, on-site engagement, your best practice consultant will evaluate your business goals and customer experience management opportunities; conduct a thorough analysis of your IBM Tealeaf system; and work jointly with your team to customize a roadmap that aligns our best practices offerings specifically to the unique needs of your organization.

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1. Conduct an in-depth technical health check to verify that your IBM Tealeaf system is working correctly—accurately capturing and replaying sessions—without performance shortcomings.
2. Validate how various departments have been using our solutions and identify future use case goals and rollout plans.
3. Confirm your organization’s customer experience management goals and opportunities.
4. Assess product knowledge across your IBM Tealeaf user community.
5. Create a detailed roadmap that leverages IBM Tealeaf’s best practice offerings and other techniques to address your goals and get you to a business value as quickly as possible.

Tealeaf
Assessment

Customer
Experience
Investigation

Monitoring
Known Issues

Monitoring
Site Processes

Measuring
CE KPIs

Advanced
Business Impact
Analysis

VOC
Investigation

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Once the roadmap has been developed, our consultants will work with you to roll it out step-by- step. Whether this is through customized engagements with members of our professional services team, or with one of our standard best practices offerings, each step will deliver an on agreed upon success criteria and help you progress along the IBM Tealeaf maturity lifecycle.

A personalized approach to helping you optimize results from your customer experience management investment, the IBM Tealeaf Assessment is designed to help drive adoption and success solutions throughout your organization.

Anticipated benefits

- Achieve rapid ROI from your IBM Tealeaf solution investment.
- Develop a roadmap for increasing the usage and value of IBM Tealeaf solutions.
- Continue to involve stakeholders throughout the organization.

Royal Cyber's Enterprise Marketing Management (EMM) Suite is an end-to-end, integrated set of capabilities designed exclusively for the needs of marketing organizations. Integrating and streamlining all aspects of marketing, which empowers organizations and individuals to turn their passion for marketing into valuable customer relationships and more profitable, efficient, timely, and measurable business outcomes.

Royal Cyber | Simplifying IT for Customers & Partners

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Royal Cyber Inc. Headquartered in Naperville, IL is a leading software organization that provides services ranging from application development and deployment to training and consultancy. We commenced the operations in the year 2002 as a specialized Technology provider striding in as a software deployment service provider, assisting clients to meet the standards and demands of doing business in the rapidly changing marketplace.

Today we stand tall as a **One Stop Shop for all your IT needs.**