

Lucy in the Cloud by Micropole becomes partner in the new aws call-center intelligence: post-call analytics solution

Lucy in the Cloud by Micropole Group will be part of the launch a new solution together by our dedicated partner, Amazon Web Services (AWS). This new solution will be called the AWS Call-Center Intelligence: Post-Call Analytics solution. We are now one of the exclusive AWS-dedicated agencies to achieve this as a partner of AWS.

Strong partnership with Amazon Web Services (AWS)

Lucy in the Cloud passed a very intensive technical vetting process to be awarded the chance of becoming an AWS partner for this new solution. Our experts displayed their technical and business expertise in our own AWS-dedicated project called: "The Voice of the Customer."

The new AWS Call-Center Intelligence Solutions will be announced globally on January 12, 2021. As such Lucy in the Cloud is now included in this prestigious and global launch by AWS.

"We've already brought this project to life by using the solution for a call-center of a healthcare insurance player on the Belgian Market: "Genesis". And we cannot just do this for one call-center, but all possible call-centers ready to embark on the road to customer experience excellence", highlights expert Fabien Francis, Data Scientist and Artificial Intelligence Expert at Lucy in the Cloud, Micropole's 100% AWS-dedicated agency.

Expertise in Contact-Center Intelligence: Post-Call Analytics

"Lucy by Micropole continues to extend its service offering with the AI/ML landscape of AWS and is once again a step ahead of the competition. After the Data & Analytics competency, this is a new big achievement for Lucy in 2020", proudly explains Thomas Dallemagne, Director of Lucy in the Cloud.

In this way, AWS recognizes, again, the Group's innovative abilities and expertises, bonding its position as one of the most disruptive AWS partners and Artificial Intelligence experts on the market. This achievement is the result of the outstanding work that has been performed by the exceptional experts working at Lucy in the Cloud.

Benefits of the new AWS CCI Post-Call analytics solution are:

- Eliminate (as much as possible) the biases induced by the individual interpretation of the agents:
 - For the capture of contact reasons
 - For the capture of customer reactions, according to the level of perceived discontent
- Significantly reduce administrative time at the Service Center by replacing the manual encoding of:
 - Comment
 - Reason of contact
 - Client's reaction

Read [Micropole's Customer Success Story](#) to understand how the 'Voice of the Customer' project translated into a successful realization at a well-known Belgian Healthcare Insurance's call-center.

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An international consulting and innovative technologies group, MICROPOLE is specialized in the fields of Data & Digital Experience. From its 16 agencies located in Europe and China, the Group's 1200 #INNOVATIVE PEOPLE (consultants, data scientists, IT architects, business experts, engineers, UX designers...) partner their clients all over the world on all phases of their projects, from consulting to implementation and on the change management. MICROPOLE achieves 34% of its turnover internationally and is listed on the Eurolist compartment C of Euronext Paris. Next Economy segment.

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