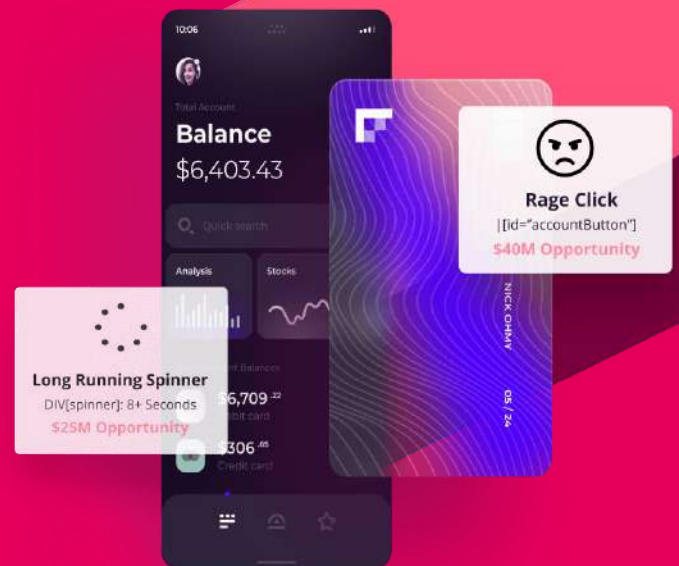# Quantum Metric

Quantum Metric for wealth management.

Create customer-centric digital journeys.

How?

Quantum Metric makes it possible to optimize customer journeys across every digital channel (in both the authenticated and unauthenticated spaces) including native mobile applications. Business and technical teams can reproduce 100% of customers' digital experiences, view aggregated analytics by session, and validate the intended impact of new features. All this allows for teams to streamline the digital experience with confidence and iterate faster to raise the bar on increasing customer expectations.

Optimize customer-centric mobile experiences.

Use our best-in-class mobile experience technology with patented data capture across any view, unique data translation, and a one-time SDK deployment with virtually no impact to app performance.

Benefit from seamless and rapid identification of quantifiable insights across teams, mobile app and web platforms.

Use data-driven design thinking while protecting customer privacy.

Drive customer empathy and action, with quantified and visual evidence of the digital experience.

All customer data is encrypted. No sensitive data is captured by default.

Facilitate cohesive omni-channel experiences.

Link digital and contact center channels to reduce call volume and average handle time. Equip call center reps with a replay of customer's digital struggles.

Then empower them to automatically size the impact of particular issues across all visitors and escalate as needed.

Watch a recorded demo to see how banks use Quantum Metric to get real-time, quantified customer insights.

quantummetric.com/product-tours

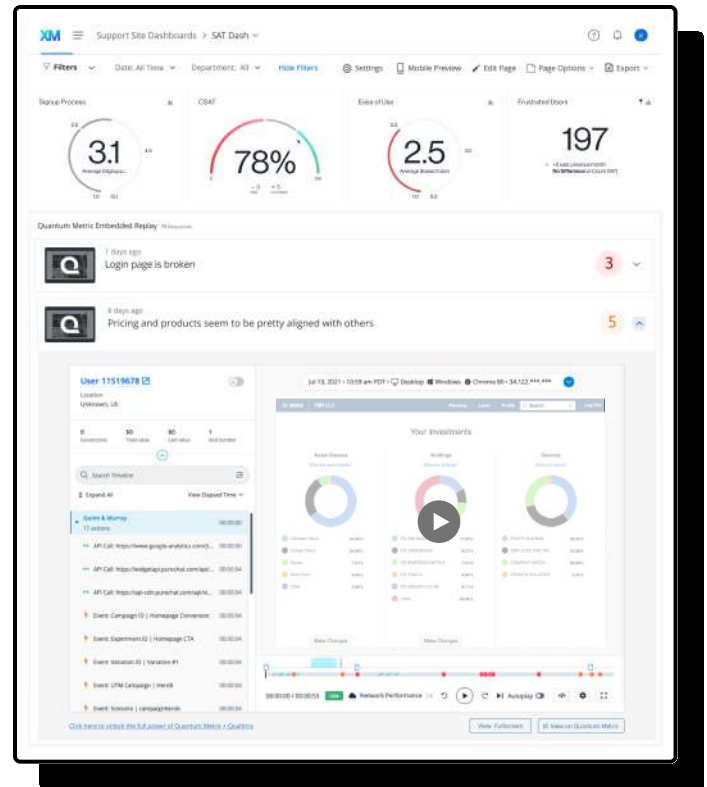# How a firm turns customer feedback into action.

Challenge

A top wealth management firm had no way of turning feedback they received from their VoC surveys into actionable insights that could help drive decisions.

Solution

Quantum Metric provided deep links from customer feedback submissions to sessions which allowed the firm to validate issues, identify multiple root causes, and quantify and prioritize a fix.

Result

The team has reduced the manual work it takes to identify and replicate issues from weeks down to a single day.

Quantum Metric

As the pioneer in Continuous Product Design, Quantum Metric helps organizations put customers at the heart of everything they do. The Quantum Metric platform empowers a customer-centric culture, helping business and technology teams align faster on customer needs and prioritize the opportunities that will drive the most value. Today, Quantum Metric captures insights from 29 percent of the world's internet users, supporting globally recognized brands in retail, travel, financial services, and telecommunications.

Watch a product tour

Watch a recorded demo to see how banks use Quantum Metric to get real-time, quantified customer insights.

quantummetric.com/product-tours