ALIDA ANALYTICS

UNCOVER ACTIONABLE INSIGHTS THAT ENABLE YOU TO PUT TRUTH INTO ACTION

Alida Analytics was designed for end-to-end visibility into critical customer experience metrics. With Alida Analytics, you have access to real-time, role-based, mobile-friendly dashboards that are completely customizable. With the most up-to-date information about your CX programs, including community and survey respondents, along with the ability to monitor key performance indicators and how they vary over time, it's never been easier to see and share your CX program's impact .

COMPLETELY CUSTOMIZABLE

Multiple dashboard visualization options with the ability to add notes, move and resize tiles and personalize with on-brand colors and fonts.

TIME-SERIES DASHBOARDS

Time-series dashboards that show how profile variables and other metrics vary over time to easily spot trends, identify gaps and make sure that actions you take are having the right impact.

EASY TO DISTRIBUTE AND SHARE

Dashboards can be socialized using email, exported to a pdf, or shared via a share link (URL) so your stakeholders can directly access the most up-to-date information.

DESIGNED TO BE ACCESSED ON ANY DEVICE

Dashboards designed to display well on all your devices - mobile, laptop,tablet or via the Alida Mobile App for easy access on-the-go or at your desk.

WITH ALIDA ANALYTICS:

ACHIEVE TRANSPARENCY

- Create dashboards with information relevant and unique to the audience you are sharing with
- Share live data with all your stakeholders at every stage of the project cycle to gain more organizational buy-in

REDUCE COSTS

- Consolidate your insights and survey platforms and related analytics tools
- Reduce effort, time and risk of human error while creating reports by transforming what is often a manual process

MAKE DATA-DRIVEN DECISIONS

- Use crosstab analysis to uncover insights and identify patterns amongst different groups of survey respondents
- Spot trends and identify gaps in your insight community and customer base to drive the right decisions
- Gain insight into how your profile variables and other metrics vary over time to make sure that actions you take are having the right impact
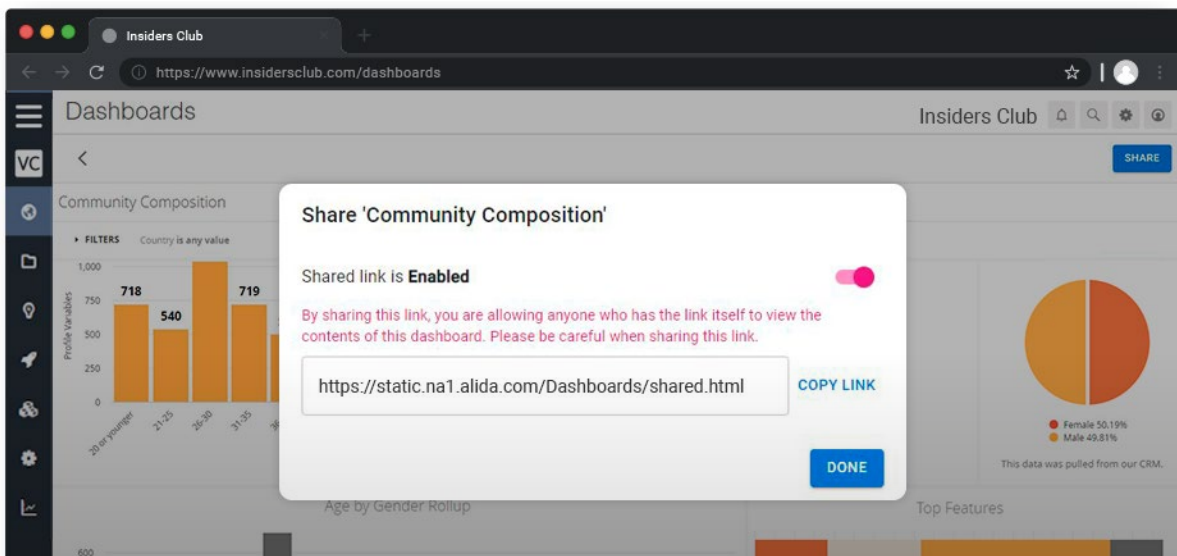
THE ALIDA ANALYTICS DIFFERENCE

ONE INTEGRATED PLATFORM

Alida Analytics integrates seamlessly with Alida Sparq, Alida CXM and Alida Surveys to provide a consolidated system to manage your insight community, recruit from multiple channels, collect and share feedback bidirectionally and access related analytics all in one place.

CENTRALIZED & SOURCE AGNOSTIC

Alida Analytics can combine data from multiple internal and external data sources for a unified view of customer experience metrics and their impact on business performance over time.

FLEXIBLE & EASY TO USE

Alida Analytics are flexible, completely customizable, mobile-friendly and intuitive to provide you end-to-end visibility into key CX metrics.