Fuze Team

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Fuze Data Platform
One Platform. One Source.

One UC Platform
End-to-End Platform that addresses the customer needs
One User Experience / One Global Network

One source of Data
Actionable Intelligence Platform

ONE Source for Data and Insights
Real-time data and predictive analytics for voice, video, and chat
Bi-directional interoperability with line of business apps extending institutional knowledge and enriching communications
Fuze Data Platform

View

Discover

REST API

AI Partners
## Fuze View vs. Fuze Discover

### Fuze View Use Cases
- Quick view into what happened recently
- Monitoring real-time activity

### Fuze Discover Use Cases
- Trend analysis
- Drilldown and investigation

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<tr>
<th>Access</th>
<th>Fuze View</th>
<th>Fuze Discover</th>
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<tbody>
<tr>
<td>Data Retention</td>
<td>90 Days</td>
<td>2 Years</td>
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<tr>
<td>Data Refresh</td>
<td>Real-time</td>
<td>24 Hours</td>
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<tr>
<th>Sources</th>
<th>Fuze View</th>
<th>Fuze Discover</th>
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<tr>
<td>UC Data (voice, meetings, chat)</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Contact Center</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Quality</td>
<td>✔️</td>
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<table>
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<th>Features</th>
<th>Fuze View</th>
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<td>Email/Schedule</td>
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<td>Prebuilt Dashboards</td>
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<td>Custom Visuals (Looks)</td>
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Fuze View is designed to provide a quick window into an organization's daily/weekly activities. It allows front-line managers to easily view real-time statistics and activity throughout the day. Whether it’s a sales manager tracking productivity, or IT reviewing usage and adoption metrics, the data is presented in an easy to view format at the organization or department level down to individual users.

Real-time web-based reports (data.fuze.com)
Fuze Discover

Analytics at your fingertips
- Dashboards and Data Visualizations
- Custom Reports
- Ad Hoc Analysis
- Export & Scheduling

Extended Data Storage
Up to 2 years of UC data

Browser Based
Embedded in data.fuze.com
Data empowers customers to realize value

16% Taux de décroché sur la pér...
52 Temps d'attente moyen (sec...)
1119 Nb appels entrants sur la p...
187 Nb moyen d'appels par jour...

€ XYZ
Estimation de la perte de CA sur la période (64 € par appel...)

€ XYZ
Cumul perte de CA depuis le 19/07/2019 (64 € par appel, 5...
Adoption Dashboard

High-level view of overall active vs. inactive user that can be drilled down for further analysis

Broken down by communication style (calling, meeting, messaging)

Adoption rate over time that can be grouped by department or location

Usage Dashboard

High-level view of overall usage that can be drilled down for further analysis

Detailed analysis of calling and meeting usage

Usage broken down by device/endpoint
REST API Overview

The Fuze API platform allows organizations to harness the power of Fuze’s centralized interaction data so that it can be easily integrated with third-party BI tools and other line-of-business applications. This provides businesses with the ability to derive even more sophisticated actionable operational insights from existing business intelligence and analytics tools.

REST API (data.fuze.com/api-docs)
What’s Next
Monitor & Understand
Quality + Health

Real-time calls / meetings monitoring
Aggregate trends / problem detection
— *per location, device type, usage & more*
Proactive IT alerts and troubleshooting
Top 10 "at risk" users

1. Sibahlewe Rubusana
   Human Resources
   1.9 avg rating

2. Hu Culying
   Human Resources
   2.1 avg rating

3. Pedro Amorim
   Human Resources
   2.8 avg rating

4. Regina Polastro
   Human Resources
   2.9 avg rating

5. Sung Jin-Shil
   Human Resources
   3.2 avg rating

6. Asaka Chimakos
   Human Resources
   3.2 avg rating

Top 10 reported issues

1. I heard echo
   4,234 / 43%

2. I could not hear the other person
   4,234 / 43%

3. I could not see video for some participants
   4,234 / 43%

4. The screenshare never appeared
   4,234 / 43%

5. I could not see anyone’s video
   4,234 / 43%

6. The audio was delayed
   4,234 / 43%
Maximize effective communications
Foster teams creativity & collaboration
— sales performance & social network —

Top Salesperson

VS

Mid-Performer
… & managers / employees engagement
Thank You. Questions?