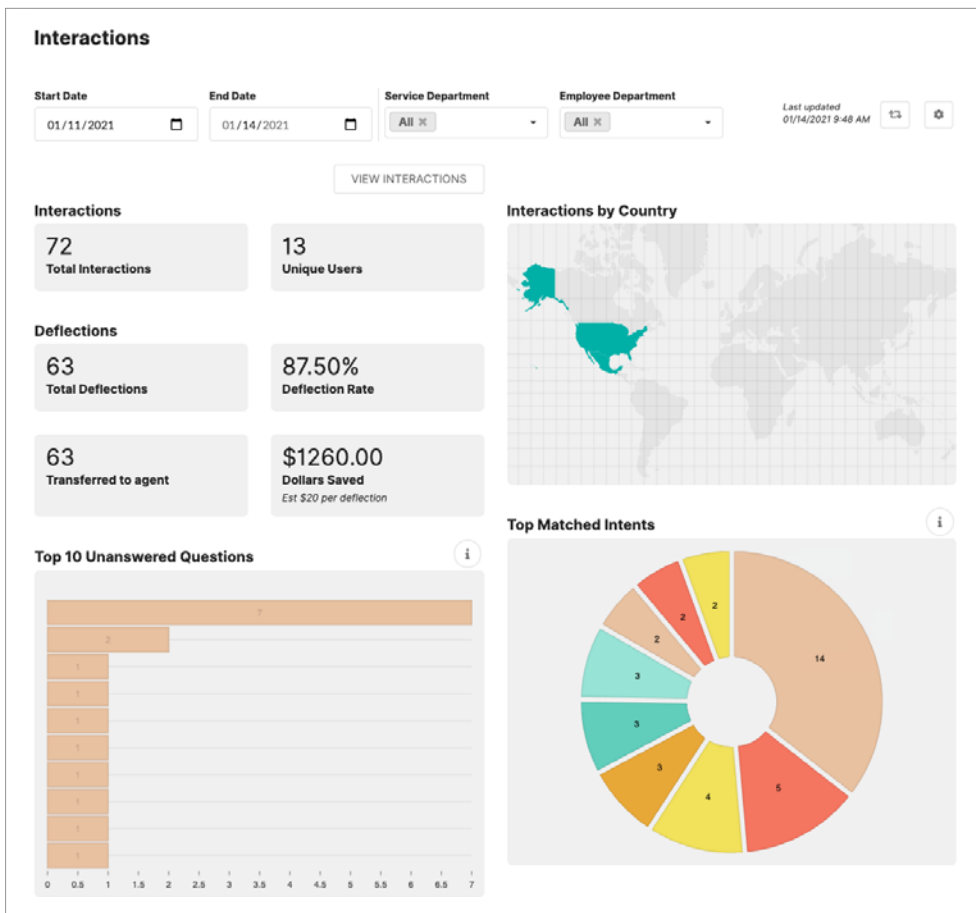


Espressive Barista Analytics

Espressive Barista, our AI-based virtual support agent, comes with custom dashboards and reports, as well as the ability to export data to a customer-selected reporting engine via APIs. Espressive realizes that there are different personas when it comes to analytics and reporting. While the operations user wants a quick snapshot of data, the power user needs more in-depth, side-by-side analytics. Our strategy is to be open and transparent, so our customers get the data they require.

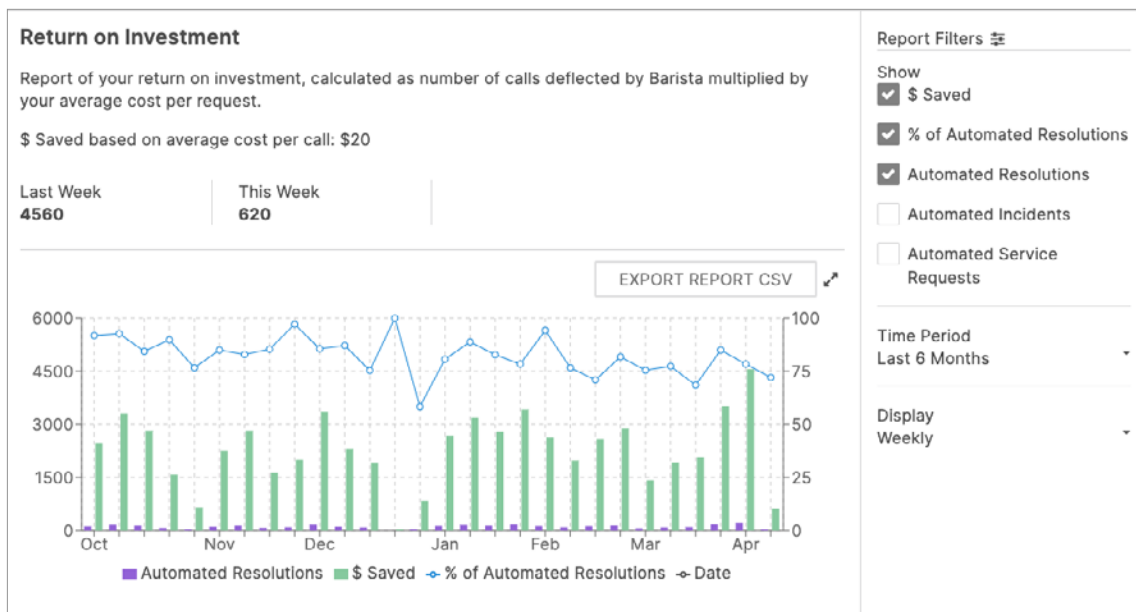
Barista Interactions Dashboard

The Barista Interactions Dashboard was designed for enabling continual service improvement. The dashboard provides an at-a-glance view of key performance indicators, as well as the ability to drill-down into the data behind the charts—even down to the conversation level. This helps drive decisions on improving the employee experience, as well as identifying new content opportunities. Through the dashboard, customers are able to understand ticket deflection rates and the overall value that they are receiving from Barista.



Barista Reports

Barista also includes out of the box reports for what customers need the most, including usage, adoption, productivity, etc. The reports show data over time, allowing customers to observe important trends, while summarized performance indicators help customers understand if they are moving in the right direction. Every report has an easy to configure interface that doesn't require training or reporting design skills. Instead, customers can configure reports with simple drop-down options and checkboxes. A full export of all Barista interaction data is available to download, so customers can do analysis in external reporting systems.



API Integration

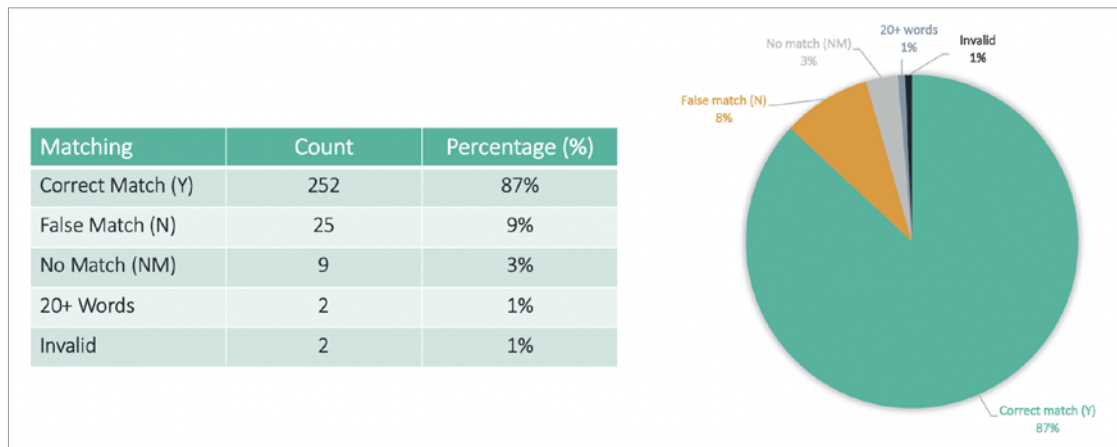
Unlike competitors who only provide canned reporting options, Barista addresses the needs of the power user by supplying a full data export that can be used in an external reporting engine, such as Tableau or Microsoft Power BI. Customers can therefore continue to leverage their existing investment in analytics. This also enables customers to do in-depth analysis of Barista data alongside data from other tools, like ServiceNow and Workday, to achieve a greater return on investment (ROI) across multiple tools.

The Employee Language Cloud Value-Added Service

The Expressive Employee Language Cloud (ELC) team includes professional data scientists, computational linguists, and content curators who review a customer's interactions with Barista. They leverage both our unique technology and their analytical skills to identify anomalies or issues. The ELC team communicates with customers on the trends being seen in their environment. This includes topics that are not being deflected by Barista or topics for which the responses available are not meeting the needs of each customer's employees, and therefore leading to tickets. The ELC team will also highlight new topics being requested by employees.

In addition, the ELC team provides reports that summarize where Barista is excelling, as well as opportunities for improvement. These reports include data on:

- **MATCHING ACCURACY:** Detailed insights on the topics Barista correctly understood. This also includes custom content improvement suggestions and trends, by directly observing your employee interactions.
- **FREQUENTLY ASKED TOPICS:** Detailed insights on the top topics that were asked to Barista that Barista correctly understood.



ABOUT ESPRESSIVE Espresso is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).