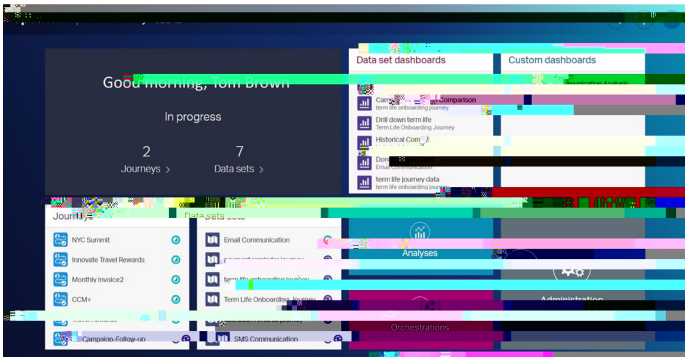
opentext™

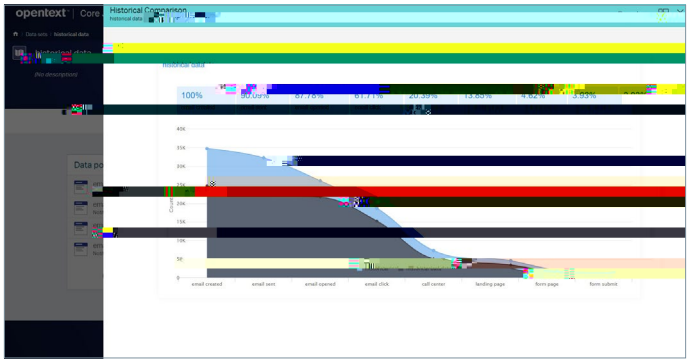
PRODUCT OVERVIEW

OpenText Core Journey

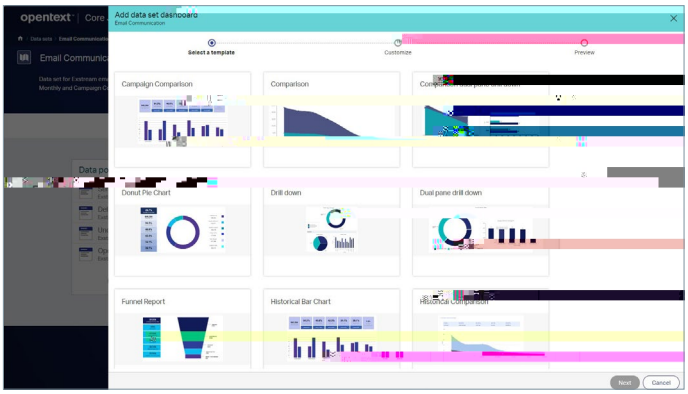
Collect valuable data from customer interactions across channels, devices, and applications to drive analysis and insights



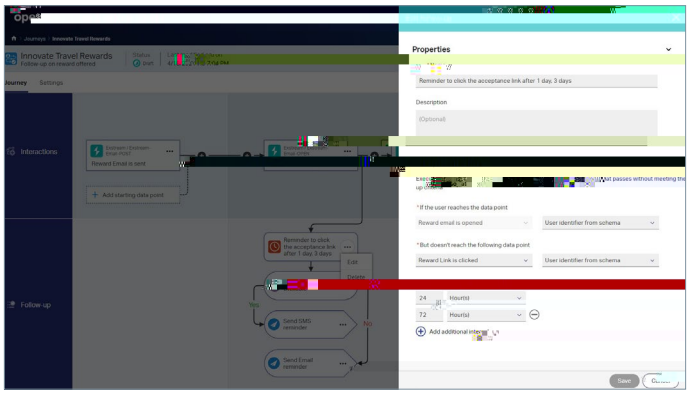
Create a new data set to capture event data, and orchestrations to automate responses to customer actions



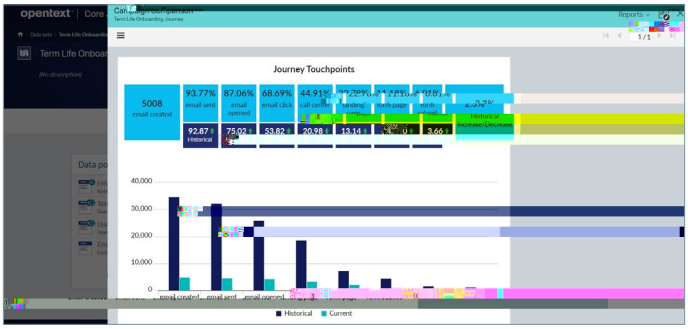
Customer journey comparison details



Select dashboard template



Using a Follow-up: for example, a user can analyze if an end customer was sent an email but didn't open it and respond accordingly with another message, perhaps on a different channel



Visualize the customer journey and see where conditions and follow-ups are applied and where orchestrations through actions are initiated.

bout OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit:

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