

Lead with confidence through instant CX insight

A reporting, analytics, and recommendation engine that turns every question into a clear, data-backed answer. No analysts, no exports, no waiting.

Why Data Explorer

Everything you need to make smarter CX decisions

Ask a question

Query your data conversationally. Choose from 250+ guided prompts for forecasting, SLA health, backlog, and more. No SQL, no tickets.

Real-time metrics & trends

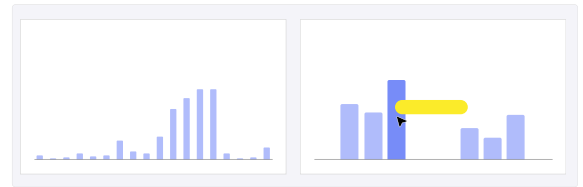
Track volume, handle time, sentiment, and CSAT live. Drill into root causes like refund spikes or channel surges before they become problems.

Actionable insights

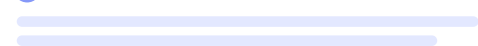
Go beyond charts. Get AI-driven guidance on staffing, routing, and coaching so insights lead directly to outcomes, not just observations.



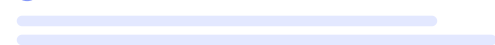
Why did handle time spike and what can we do about it?



Key Insights



Suggested Next Steps



"Good CX decisions don't come from more dashboards. They come from better questions. Data Explorer makes that possible."



Andrew Jobson
Global Head of Customer Service



Marissa Sherwood
Senior Manager of CX



Example prompts

Ask anything. Here are a few to get you started

Performance

"Give me a coaching plan for my lowest-performing agent this month."

Anomalies

"What changed this week?
Show me any anomalies."

SLA

"Where are we missing SLAs this month and why?"

CSAT

"What is impacting CSAT the most this quarter?"

Forecasting

"Forecast next month's contact volume by channel."

Coaching

"Help me create a coaching plan for my underperforming reps."

Ready to turn your data into
a competitive advantage?

See Kustomer Data Explorer in action.
Schedule a personalized demo today.

kustomer.com/demo

