

Customer Insight in a Day

YA TEH

Agile Dynamics Solution Sdn. Bhd.



Evolving the Analytical landscape ...

Self-service BI **Enterprise Dynamics** Customer 365/Text/CSV/Others Insights **Data Warehouse Operational Analytics** connectors DW REPLICATION **ERP** Legacy External Transactional data Behavioral (big) customer data Aggregated data Telemetry & **Omnichannel CRM Analytical Enterprise** Reporting **Process Execution Apps** · 🔅 **T** POS Mobile Social **Events** SMS Call Center Service Portal Web Email

Detailed Architecture





