

Predict Backlogs. Protect SLAs. Scale Operations.

Operational intelligence enabling proactive demand management and optimized case routing

Operational data is spread across systems with inconsistent definitions. Bottlenecks increase case cycle times, raise cost per case, and degrade satisfaction. Teams lack forward-looking insight to monitor throughput, predict backlog risk, and optimize routing.

What's holding you back

- Data fragmented with inconsistent definitions
- Dashboards show what happened, not what's breaking
- Routing changes require custom logic
- Constantly reacting to backlogs
- Some teams overloaded, others with capacity

What success looks like

- › Real-time visibility into volume, backlog, SLA risk
- › Predictive models identifying bottlenecks early
- › Automated case routing by capacity and priority
- › Reduced cycle time across high-volume types
- › Lower cost per case

How evolV helps



Centralizes operational metrics with reliable case log and workforce data ingestion



Embeds predictive backlog models in operational dashboards surfacing SLA risk



Enables data-driven routing through workflow API integration and phased rollout

Why evolV?

- **Operational intelligence** expertise for high-volume environments
- **Proven** backlog prediction frameworks
- **Workflow integration** ensuring adoption
- **Experience** aligning operations, IT, and business teams