



Simple Enough to Ask. Deep Enough to Trust.

Glassbox Pulse turns plain-language questions into answers drawn from the depth of your customers' digital experiences, from behavior and errors to performance and server-side data. Give more teams the ability to explore what's happening, understand the connections and make decisions backed by real customer evidence.

ANSWERS FOR EVERY TEAM · QUESTIONS YOU COULDN'T ASK BEFORE · DECISIONS YOU CAN STAND BEHIND

The Challenge for Financial Institutions

Financial institutions capture more about their digital experiences than ever. Their journeys are complex, and their records have to hold up. But each answer still depends on an expert who knows which report to open, how to build the funnel and which replays to pull — work that takes hours or days. Meanwhile, more teams need answers, and they can only ask what an existing dashboard already shows.

HOW IT WORKS

**01**

Ask what you've always wanted to know

Start with what you want to know, not a report. Pulse works out where to look, and when your question isn't clear, it asks for more context before it answers.

**02**

See connections no dashboard shows

Pulse combines behavior, errors, performance, conversion funnels and mobile data into one answer, and explains it in plain language.

**03**

Act with confidence

Every answer gives you a confidence rating and links to the real sessions behind it, so you can check the evidence before you act.

QUESTIONS TEAMS CAN ASK

"Where do users drop off in our loan application?"

"Which pages got slower this week, and did errors increase on them?"

"Did last week's release help or hurt login success?"

WHAT IT'S BUILT TO IMPROVE

⚡ Answers for every team

Product, digital, CX and operations teams get answers themselves, without waiting on the one expert on another team who knows where everything lives.

⚡ Questions you couldn't ask before

Ask across behavior, errors and performance in one question, and get answers no single report or dashboard could give.

⚡ Decisions you can stand behind

Every conclusion traces back to real sessions and shows how Pulse got there, so the trail holds up with leadership, risk and regulators.

See what your data has been trying to tell you.

Already a Glassbox customer? Ask your account team about the beta. There's no new setup: Pulse runs on the data you already capture.

New to Glassbox? Request a demo at glassbox.com/get-a-demo