

HCLSoftware

HCL Discover+

Experience Analytics
That Drive Growth

*Smarter AI.
Sleeker Experiences.*



HCL Discover+

You might be losing customers and don't even know where or why.

Digital journeys are complex. Users bounce, rage-click, stall, or abandon — and your team is left guessing.

HCL Discover+ shows you what happens and why — powered by smarter AI and a modern, streamlined interface.

What Is Experience Analytics?

Unlike traditional behavioral analytics that just show what users did, experience analytics reveal the how and why behind every action.

HCL Discover+ connects clicks, frustration, and flow into a clear story — so you can act in real time and make smarter decisions across teams.

Discover+ in Action

Built to Make Experience Optimization Fast, Visual, and Insightful

- **Smarter AI, Clearer Insights**

AI-driven detection spots patterns, friction, and outliers automatically — so your team focuses on impact, not guesswork.

- **Modern UI Built for Speed**

Discover+ features a completely redesigned user experience that makes complex data easy to navigate, filter, and act on..

- **See What Users Go Through**

Visual session replays capture every click, scroll, and interaction — helping you understand exactly where customers succeed or struggle.

- **Fix What Matters Most**

Prioritize improvements by seeing how digital issues impact conversions, satisfaction, and revenue in real time.

- **Act in the Moment**

Trigger helpful messages or personalized follow-ups while users are still active — before they drop off or disengage.



Why Choose HCL Discover+?

What Sets Us Apart

HCL Discover+ goes beyond surface-level analytics. While other tools focus on top-of-funnel traffic or post-conversion metrics, we help you understand what's happening in the messy middle.



Digital Body Language, Decoded

Discover+ interprets signals like hesitation, rage clicks, repeated actions, and scroll patterns — revealing intent and frustration your standard tools miss.



Mid-Funnel Visibility

Uncover the hidden gaps between landing page and abandonment. See where visitor stall, what content is ignored, and how to fix it.



Smarter Prioritization

Let AI highlight the highest-impact issues so your teams act on what truly moves the needle.



Real-Time Action, Not Just Reports

Turn insight into execution by triggering in-session experiences or recovery campaigns automatically.



A Unified View Across Teams

CX, Marketing, Product, and Support — all working from a shared source of truth rooted in the customer's real experience.

Real Results: European Cricket Network

The European Cricket Network uses Discover+ to monitor fan engagement, resolve friction quickly, and keep users coming back during high-traffic events.

Result: Fewer drop-offs. Faster issue resolution. More engagement.



[Watch the Video](#)



[Read the Case Study](#)



Built for the Teams Who Power Digital

Team	What You'll Get
CX & Digital	Full visibility into real customer journeys
Marketing	Campaign triggers based on real-time behavior
IT & Support	Session replay to resolve tickets faster
Product Teams	Validate features and improve UX with real feedback

Works Seamlessly with HCL Unica+, HCL Commerce Cloud, and HCL Total Experience

- **With HCL Unica+**

Trigger personalized real-time campaigns using live experience data, and enrich HCL CDP profiles with behavioral insights for more meaningful engagement.

- **With HCL Commerce Cloud**

Uncover friction in the buyer journey and recover lost visitors fast with session replays, frustration signals, and conversion-impact visibility.

- **With Total Experience**

Connect front-end experiences with backend operations to streamline journeys, break down silos, and elevate the total digital experience at scale.

Your marketing, CX, and support tools — all working from the same real-time experience platform.

See It. Understand It. Fix It.

HCL Discover+ combines smarter AI, a redesigned user interface, and real-time experience analytics to help you turn insight into action — fast.



Request a Demo



Explore Discover+ Features

About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products. For more information about HCL Discover+ please visit <https://www.hcl-software.com/discover>