



WE LOVE HAPPY AGENTS

RAPID TIME TO VALUE
&
RETURN ON INVESTMENT

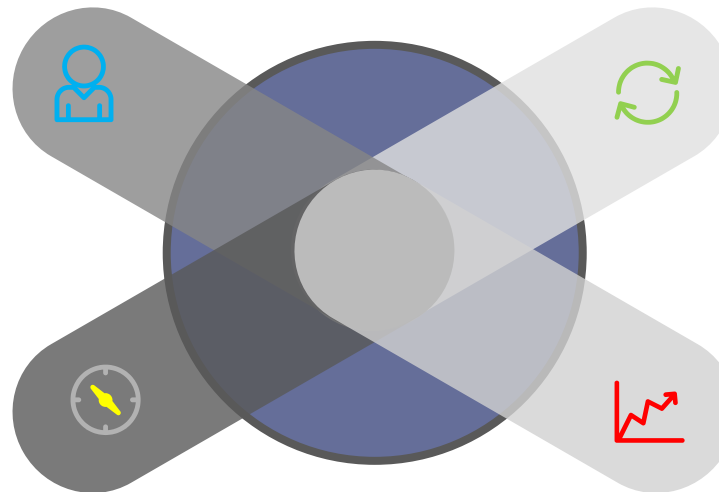
Universal Challenge

LACK of MOTIVATION

Contact centers struggle to keep their employees engaged & motivated

HIGH ABSENTEISM

Unplanned absences greatly impact the center's ability to meet the required performance



POOR ADHERENCE

Schedule adherence and compliance are key elements of the agent's day-to-day core responsibilities and the contact center's success

LOW PRODUCTIVITY

Disengaged employees don't strive and don't support a good company culture

TURNOVER 25-50% turnover
\$7,500 estimated turnover cost per agent

We bring today's reality to contact centers

By leveraging social media, game mechanics and recognition concepts to build intrinsic motivation and influence & predict agent behaviour



We leverage your agent's natural desire for



COMPETITION



COLLABORATION



ACHIEVEMENT



STATUS



RECOGNITION

ROI - Sample deployments

Savings and cost avoidance of
\$165,000
ROI in 3 months



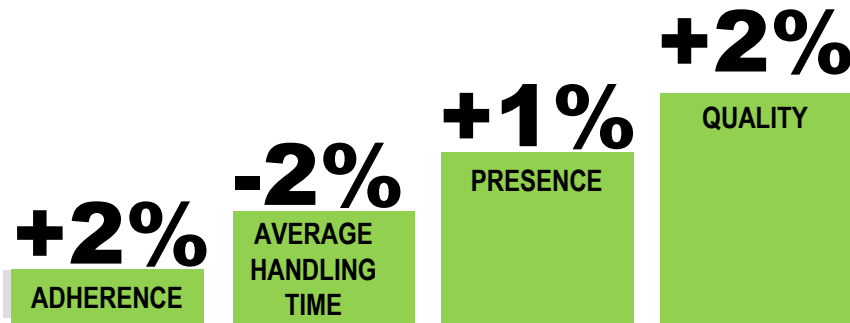
Savings and cost avoidance of
\$46,000
ROI in 5 months



Multiple KPIs = Increased ROI

Key Assumptions

- 500 agents
- AHT: 700 seconds
- Daily call volume: 15k
- Full time schedules
- Salary: \$13 / hour



POTENTIAL COST SAVINGS/AVOIDANCE

\$550K

TOTAL SAVING \$550K vs COST OF \$90K
ROI in 2 months

RAPID TIME TO VALUE

