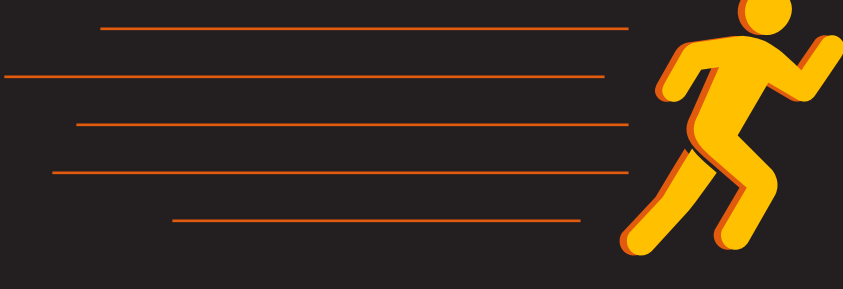


THE 3 GIFTS AN ADAPTIVE CONTACT CENTER GRANTS YOU

RUNNING A SERVICE CENTER IS A NEVERENDING RACE



IT'S GETTING HARDER TO KEEP UP WITH THE PACE OF ROUTINE



Offers



Agents



Customers

HERE ARE 3 MANAGERIAL GIFTS TO PUT YOU ON TOP OF THIS RACE



1: Time



2: Focus



3: Impact

1: BONUS TIME

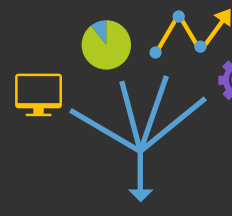
Give yourself some time back



DAILY ROUTINES ARE DONE MANUALLY, CONSUMING YOUR TIME



Long processes



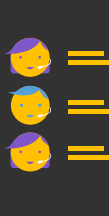
Collecting all the data



Producing insights



Scheduling shifts



Assigning tasks

OUR ADAPTIVE WFO ALLOWS YOU TO CLAIM BACK YOUR TIME



- Automated
- Dynamic
- End-to-end

MAKE THE MOST OF YOUR NEW FOUND TIME



Increase sales



Proactive actions



New initiatives

2: INCREASE FOCUS

On key factors for your agents' success



DAILY ROUTINE GENERATES NON STOP NOISE IN THE SYSTEM



Sort out the signals - true customer expectations



To meet their expectations, you need the right agent



Who is the right agent for your customer?

HIGH RESOLUTION AGENT MANAGEMENT: INTRODUCING THE PERSONA



Their Persona



Their best position



Their most efficient shift



The right incentive



The right training

THE PERFECT CUSTOMER-AGENT MATCH



- The right person
- At the right time
- With the right information

3: IMMEDIATE IMPACT

Create better agent and customer experience



TOO OFTEN YOUR IMPACT COMES TOO LATE



The customer isn't there



The agent left



The market changed

GOING FROM "NEXT TIME" TO "THIS TIME"

STRIKING WHILE THE IRON IS HOT



Relevant info pops up



Smart alerting



Personalized training

THE SERVICE YOU PROVIDE IS ADAPTIVE TO



The individual agent



Market changes



Customer reactions



Changes in personnel

ONCE YOUR CONTACT CENTER BECOMES ADAPTIVE, IT IMPROVES:



Customer experience



Work efficiency



Employee retention

TO LEARN MORE ABOUT HOW ADAPTIVE WORKFORCE OPTIMIZATION CAN IMPROVE YOUR CUSTOMER SERVICE

[CLICK HERE](#)