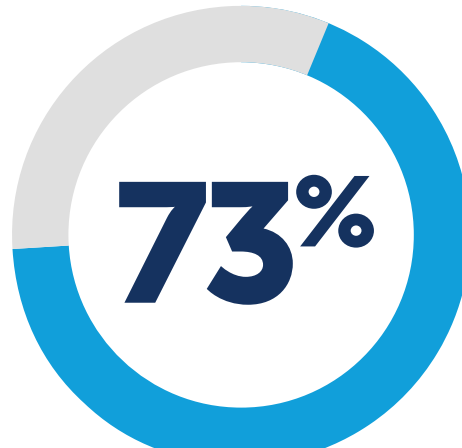
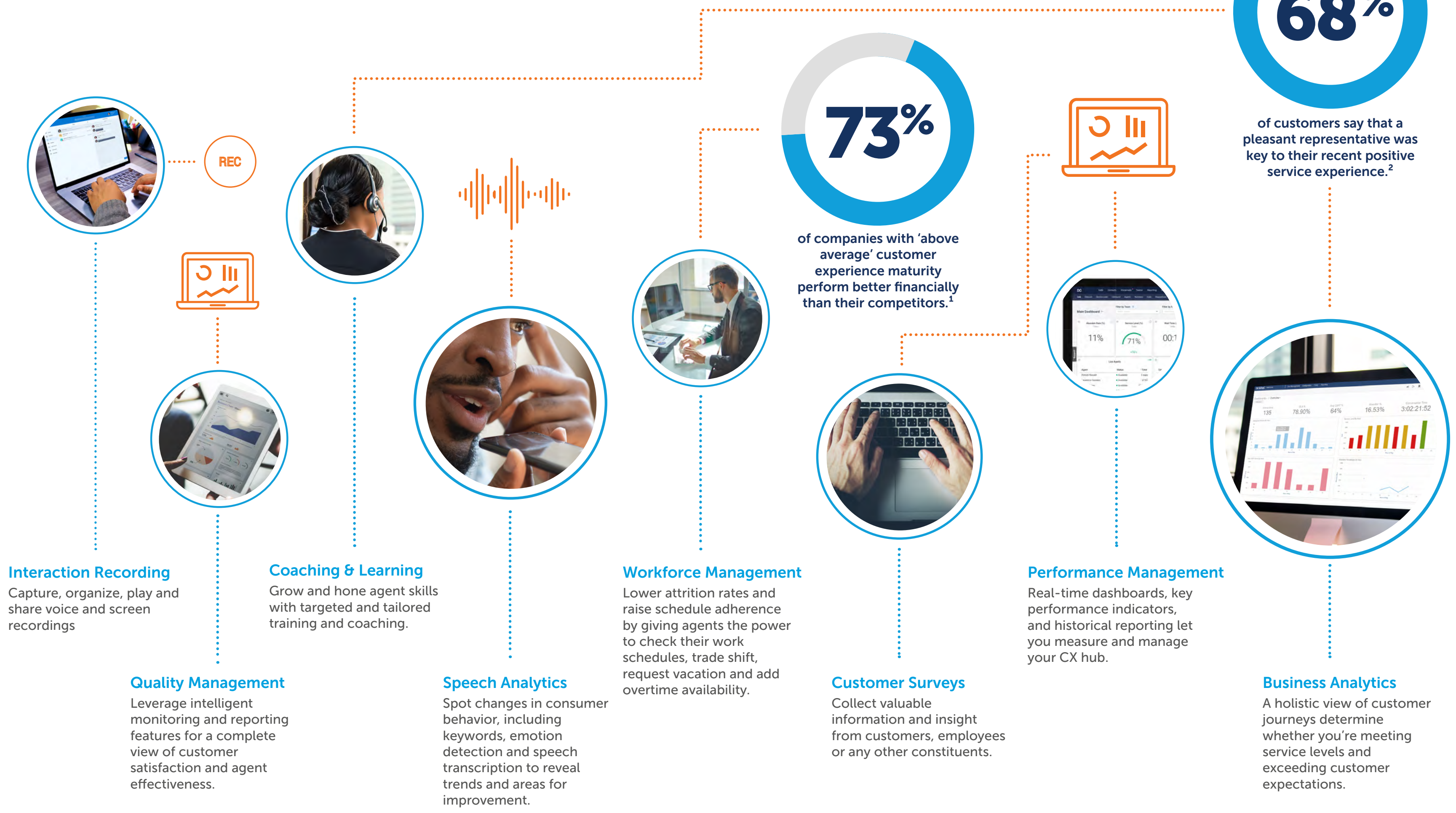


UNHAPPY AGENTS? YOU MAY BE LOSING MORE CUSTOMERS

Satisfy your team with powerful tools and analytics



Interaction Recording
Capture, organize, play and share voice and screen recordings

Coaching & Learning
Grow and hone agent skills with targeted and tailored training and coaching.

Quality Management
Leverage intelligent monitoring and reporting features for a complete view of customer satisfaction and agent effectiveness.

Speech Analytics
Spot changes in consumer behavior, including keywords, emotion detection and speech transcription to reveal trends and areas for improvement.

Workforce Management
Lower attrition rates and raise schedule adherence by giving agents the power to check their work schedules, trade shift, request vacation and add overtime availability.

Customer Surveys
Collect valuable information and insight from customers, employees or any other constituents.

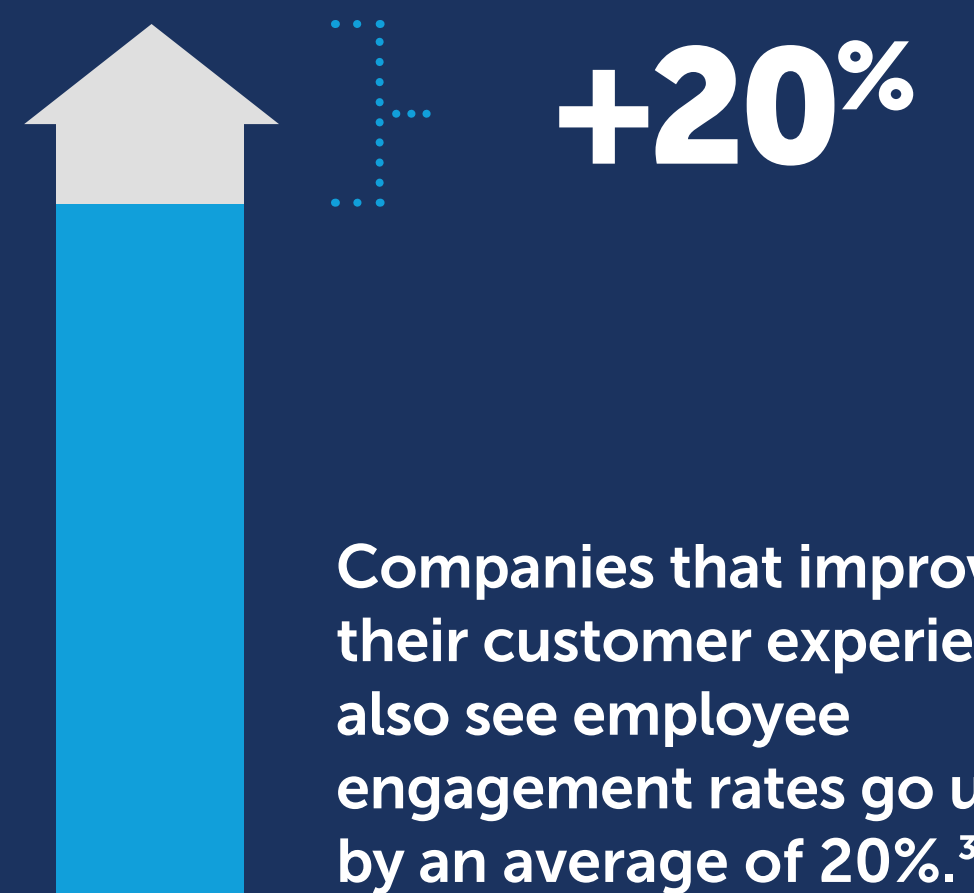
Performance Management
Real-time dashboards, key performance indicators, and historical reporting let you measure and manage your CX hub.

Business Analytics
A holistic view of customer journeys determine whether you're meeting service levels and exceeding customer expectations.

WORKFORCE OPTIMIZATION IS KEY TO RETAINING CUSTOMERS

Invest in the people and processes you have internally and it will positively affect what you project externally. The contact center has a number of different parts to understand. Make informed, strategic decisions with management, analysis and coaching technology like Mitel Workforce Optimization, which lets you peer inside and understand what's really going on.

Excellent agents deliver an excellent customer experience. Today's CX hub is optimized to improve customer engagement and achieve gold-standard performance by empowering employees. When your team is armed with deeper insights and the tools to improve each customer interaction, they are better equipped and motivated to achieve the best CX.



¹ Temkin Group
² American Express 2017 Customer Service Barometer
³ McKinsey