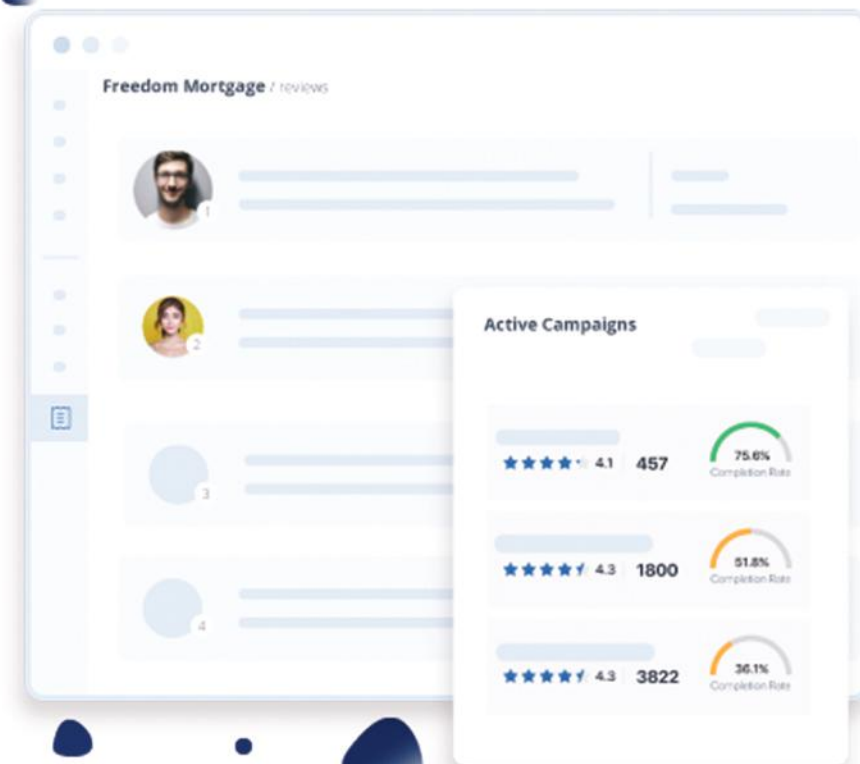


Employee Engagement

Collect Agent Level Customer Feedback

Use an employee centered approach to building your feedback campaigns. Send requests after service interactions and see your response rates, visibility, and results improve quickly.



BENEFITS:

- Create great customer experiences by gamifying behaviors
- Improve survey response rates with automatic feedback requests after each interaction
- Enable self motivation and self correction by sharing feedback to your employees
- Improve performance by providing your leaders the tools they need

FEATURES:

- Measure engagement at the employee, team, group, region, channel and department levels
- Create real time, employee level, performance leaderboards
- Integrate the performance directly to your internal measurement, management and payroll systems
- Setup alerts, scorecards and tools to coach agents, optimize performance, and take your business to the next level
- Automatically route feedback to the people in the best position to make changes