

Envision Performance Analytics

Envision workforce optimization (WFO) platform provides a flexible, user-defined dashboard that consolidates information from the contact center and enterprise, enabling users to more easily track and optimize performance against specific business objectives. The dashboard aggregates data from disparate sources together in a single, comprehensive, meaningful view, simplifying the task of performance management within the center and across the business.

Analytics Dashboard Drives Efficiency and Reduces Costs

Envision Performance Analytics consolidates performance data across multiple systems, efficiently and effectively delivering key insights to decision-makers. A dynamic user-defined dashboard provides valuable information to improve performance, from coaching and developing agents, to adjusting marketing programs. A single access point saves time and reduces costs associated with retrieving data from multiple locations.

The Envision dashboard is personalized by each licensed user to display analytics results most relevant to their role—maximizing efficiency and simplifying performance management.

Effective Analysis Improves Decision-making

A powerful analysis solution, Envision Performance Analytics enables quick identification of patterns, trends and relationships in customer and contact center data. Easily perform customer experience analysis to understand how people and processes are working together to deliver customer service. Quickly correlate performance with customer satisfaction scores and identify areas for improvement. In addition, segmented recording analysis provides a cradle-to-grave view of the customer experience, from initial agent contact, to back-office transfers.

With Envision Performance Analytics:

- Gain real-time insight and take immediate actions to correct or optimize performance/quality
- Improve first call resolution by rapidly identifying service and quality issues
- Quickly drill down to agent/customer interactions and perform root-cause analysis
- Reduce costs and improve productivity with a consolidated dashboard
- Increase revenue by identifying new up-sell, cross-sell and training opportunities
- Measure, benchmark and calibrate key performance indicators
- Capture, process, search and analyze speech data from recorded interactions

Envision InteractionIQ™ “right-sized” Speech Analytics

Process, capture, search and analyze audio content from recorded interactions to drive performance and business objectives without paying for the complex and largely unused bells and whistles that drive up the cost and maintenance of other speech analytics solutions. InteractionIQ is a practical speech analytics solution that will give you immediate and ongoing ROI. Envision InteractionIQ integrates with Envision Performance Analytics to make up the Envision Analytics suite.

360° View of Performance

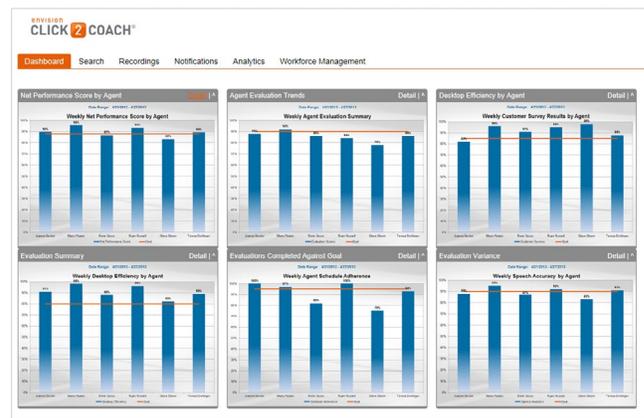
Envision Performance Analytics enables access to real-time multidimensional data in an easy-to-use personalized dashboard. Because customer, business and operational data are all integrated into one view, it's easy to compare actual versus desired performance metrics. Industry, business and center standards can also be integrated to provide benchmarking information. Envision Performance Analytics provides a visually-rich environment for driving the success of the contact center.

Role-specific analysis delivers relevant and timely information to key decision-makers across the organization. Convenient, standardized templates save time by providing the framework for presenting needed information quickly. Reports can be scheduled for automatic:

- **Email** to provide key decision-makers with the information they need, when and where they need it
- **Export** to Excel, PDF or PowerPoint files that can be viewed and utilized elsewhere in the organization as needed

Rapid and Proven Delivery

Envision provides personalized implementation, training and support services that help organizations achieve measurable, immediate and ongoing results based on their unique business needs and objectives. Envision's approach includes partnering with organizations to implement and continuously improve the utilization, performance and value of contact center WFO investments.



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envision®

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Envision—Contact Center Performance Assured.

Envision helps companies better align and integrate the people, processes and technologies within the contact center to drive exceptional customer service. Our belief is that continuous agent improvement helps maximize every contact with customers, which ultimately drives increased contact center and enterprise performance. Envision Centricity is a complete Workforce Optimization suite to aggregate, monitor and analyze data and performance at the agent, contact center and enterprise levels. It is comprised of multiple applications including Envision Workforce Management™ for scheduling, forecasting and staffing, with applications for quality monitoring, identity protection and compliance, and analytics; and the industry-renowned Envision Click2Coach® for fully integrated quality monitoring and management, e-learning, automated coaching, robust analytics and performance management capabilities. Visit envisioninc.com, email info@envisioninc.com or call 206.225.0800 ext. 500 for more information.