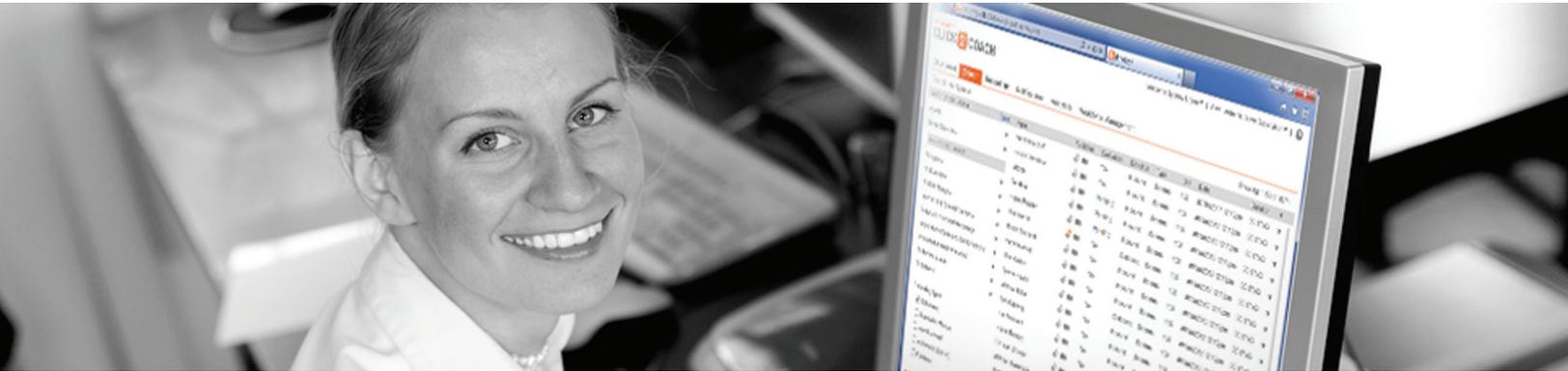


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Envision eLearning™

Minimize ramp-up time by continuously improving agent performance, all while reducing training costs with Envision eLearning™. By delivering targeted coaching packages directly to the agent desktop allows supervisors are able to quickly transfer knowledge and deliver focused training in a timely and efficient manner—augmenting in-person coaching to optimize the effectiveness of the quality program.

Develop and Coach Agents to Optimize Performance

- **Video Authoring**

Create training clips with voice and screen recordings, including any application, Web content, document, etc. Creating a customized coaching package for even a single agent's needs is extremely fast, simple and cost effective.

- **Integration with Quality Monitoring**

While designed for use with Envision Quality Monitoring™, Envision eLearning also works with other monitoring/recording systems to integrate training content with customer interaction and feedback.

- **Learning Management System**

Easily create, store, launch, track and manage training content. Create training programs for specific needs, such as new hire on-boarding data entry procedures or sales promotion instruction that can be accessed, updated and expanded to the enterprise as needed.

- **Delivery Flexibility**

Send recorded clips, CBT, presentations or other training content to agents immediately, between calls or during scheduled coaching sessions when used with Envision Workforce Management™.

- **Integrated Reporting**

Envision eLearning integrates with data from other center and enterprise systems to provide valuable and in-depth training, quality and performance metrics and information.

With Envision eLearning:

- Author personalized training clips by recording screen activity with audio voiceover
- Create customized content libraries for efficient administration and distribution of standard and custom training content
- Supplement in-person coaching/training with no additional costs or resources by sending personalized training directly to desktops
- Deliver training when the time is right, using flexible rules-based delivery
- Reduce training time for new hires

- **Centralized Administration**

Manage users, groups, system settings and view application sessions all from the same console used to create and send training to agents. Single console operation optimizes ease of use.

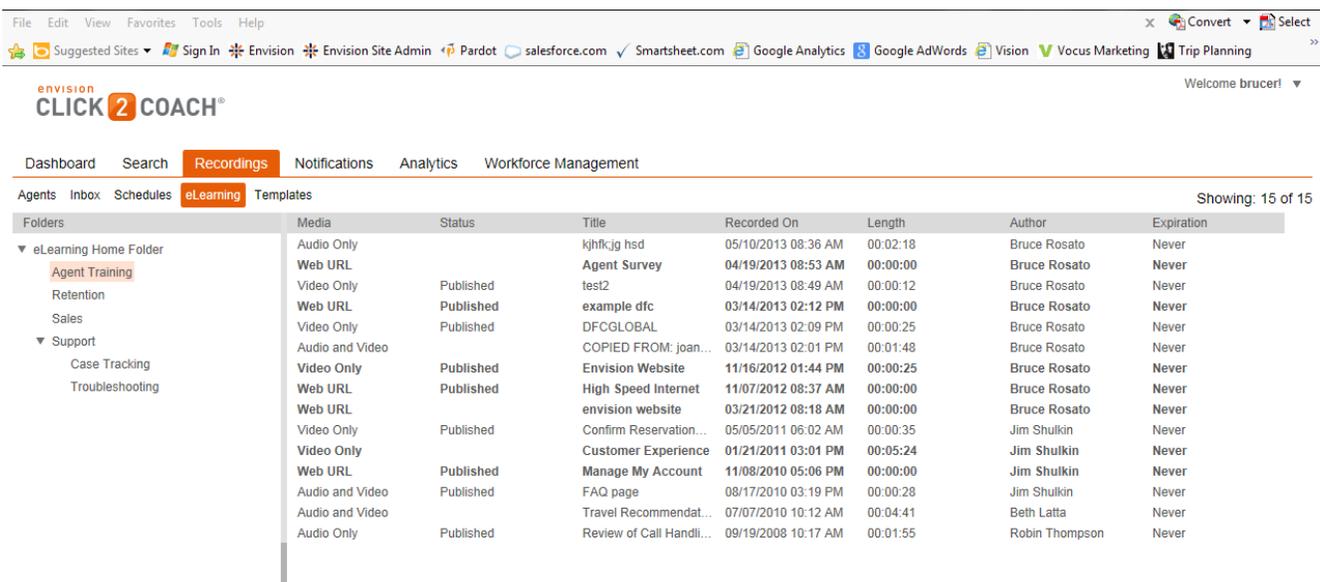
Fully Integrated Workforce Optimization (WFO)

Envision Centricity™ unifies Envision’s core WFO solutions, including Envision eLearning™, within a fully integrated Web-based platform. This provides a flexible and personalized dashboard for monitoring, managing and analyzing data in a single, easy-to-use console. Envision Centricity significantly expands performance management capabilities by capturing,

aggregating and displaying only relevant, meaningful and valuable information—as defined by each user—and at the agent, center or enterprise levels.

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 “customer-centricity” approach includes partnering with organizations to implement and continuously improve the utilization, performance and value of contact center WFO investments.



Envision eLearning makes it extremely easy to create, store and index personalized or standard training content and deliver it directly to agent desktops as/when needed.

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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.