

# According to RAND Corporate



**With a process that aligns employee performance with corporate goals**

**65%**  
of employees will be more effective at controlling costs

**50%**  
will be more likely to have above-average customer satisfaction

WORKFORCE OPTIMIZATION FOR CREDIT UNIONS DOES EXACTLY THIS

## Important to credit unions

**Record calls for coaching and compliance and industry regulation**

Meet the demands of the CFPB and UDAAP by recording interactions, evaluating and coaching agents for continuous improvement



**Ensure security of recorded data**

Know your data is stored safely in the cloud using 256-bit encryption on Microsoft's Azure platform trusted by thousands of financial services companies

**Understand member perception and needs**

Engage and serve your members better by creating a rich and personalized experience. Understand why they're calling, improve all levels of service and coach for the best possible member interaction.



**Improve collection rates, sales and conversions**

Elevate your ability to increase revenue and profitability because you understand your members better than your competitors and sell them what they want

**Engage agents to improve customer satisfaction**

Bring out the best in each employee...give agents the tools and coaching they need to succeed

