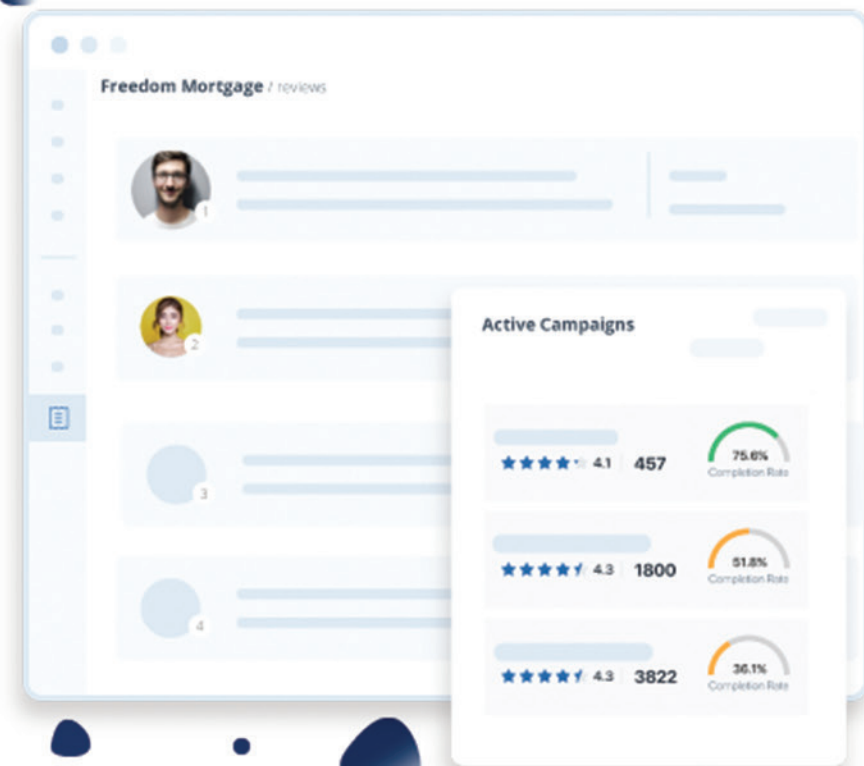






# Employee Engagement

## 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