

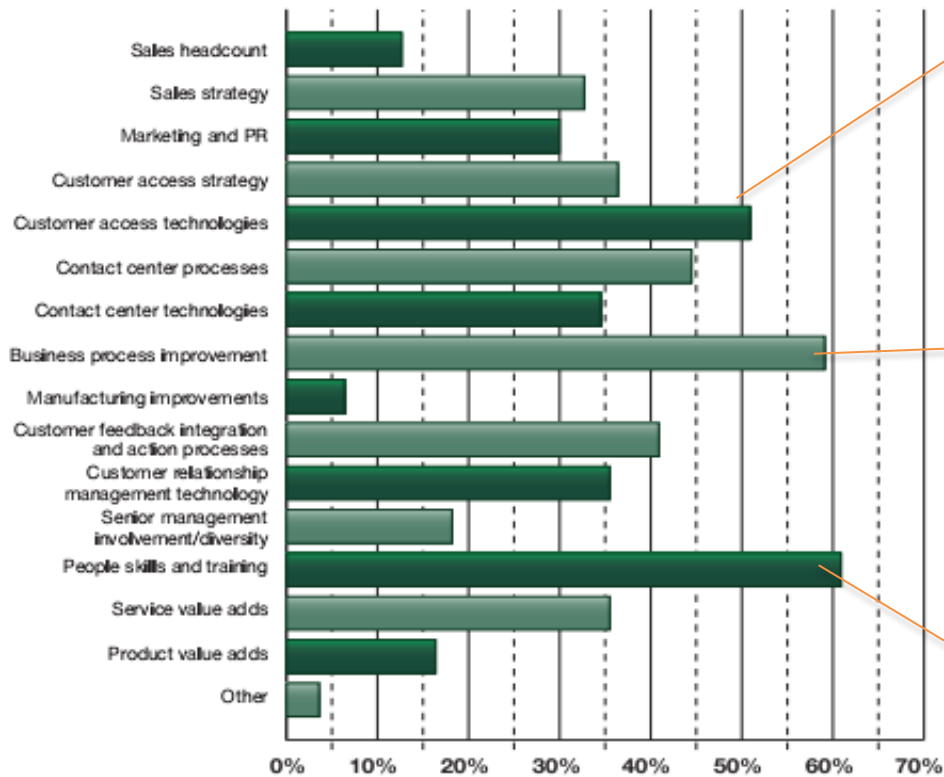


THE EFFICIENT AGENT

LESSONS FROM THE FIELD

Executive Priorities 2013-2014

Areas of Increased Focus and Funding to Meet 2013-14 Goals



3. Customer Access Technologies

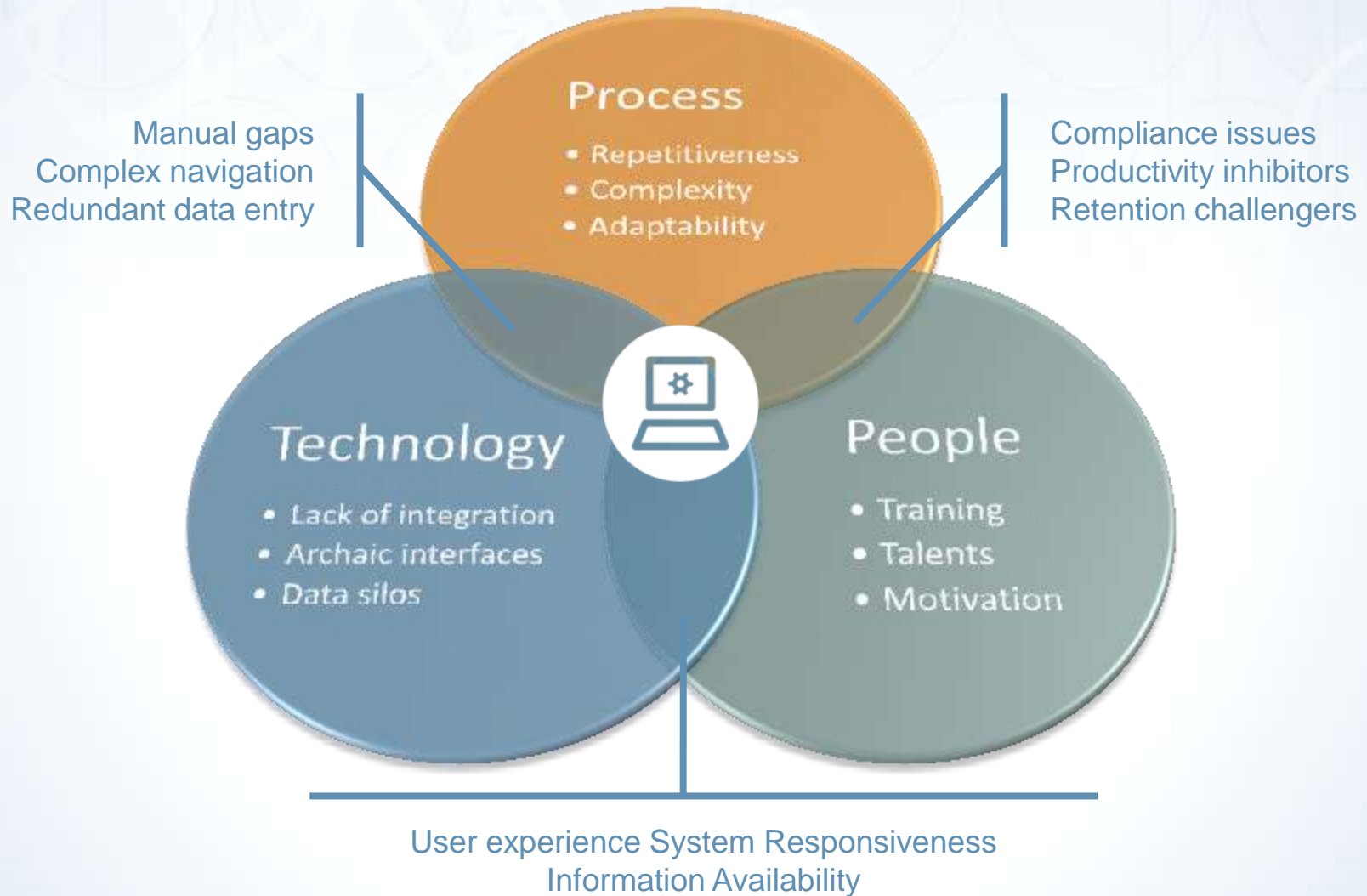
2. Business Process Improvement

1. People Skills & Training

Executive Priorities 2012
CMIQ a division of IQPC

A Better Way to Work

Performance factors in the contact center



THE EFFICIENT AGENT AT WORK

CREATING A **Smarter** Workforce



An engaged, empowered and optimized workforce is critical to be a leader in today's competitive market. From the Front Office to the Back Office, using **OpenSpan**, your organization can deliver ...

A BETTER WAY TO WORK™

for your agents, knowledge workers and customer representatives

More efficient and effective workers through automation

Reduce talent attrition through enabling people and technology to work better together

Drive efficiencies by automating manual tasks and simplifying the desktop

Manage risk by enforcing standards and securing data

Increase revenue by automatically pushing contextually relevant information to the worker

Impact Customer Satisfaction by delivering relevant customer data to the desktop and positively impacting the customer interaction

A BETTER WAY TO MANAGE™

to your supervisors, managers and executive teams

Collect activity data where people and technology meet (the desktop), to create more efficient and effective management

Deliver real-time activity insights and feedback views to all managers throughout the organization

Connect human activity "Big Data" to company wide goals and results

Establish and manage to fact-based standards and goals

Inspire teams to work together more nimbly and efficiently

Simplify communication by integrating and unifying the ways activities are measured and the way people are managed

Empowering Agents ...



Client Project:

A bank with more than 400 branches empowered their agents by presenting relevant customer banking information from multiple systems into a single 360 degree toolbar on the agent's desktop.

Project Results:

- The customer experience improved because contact center agents now see all of the customer information they need at the beginning of each call, enabling them to quickly build rapport and derive additional value from every interaction.
- Productivity has increased by over 20% because the Customer 360 view has eliminated redundant and time consuming call setup and search activities.

Driving Efficiencies ...



Client Project:

One division of a multinational banking and financial services company streamlined their call center agent activity by integrating disparate backend systems and simplifying the user's desktop.

Project Results:

- The center was able to shrink the agent population by 46% through natural attrition during the first two years of the project.
- While the volume of customer interactions remained unchanged, average revenue per call increased by 135 percent while labour and training cost savings exceeded £5.6 million (\$7.05 million) in the first year.

Summary – About OpenSpan

We are focused solely on technology and solutions to meet the needs of where People & Technology meet

- Flexible, cross enterprise applicability
- Agile – we change as you change
- We provide start to provide benefits in weeks not years.
- We provide in year ROI
- We do not change any of your underlying technologies
- We do not change any of your current company procedures

We have done the same thing for hundreds of companies and hundreds of thousands of users

A Global Company ...



Present in 21 countries & over 300,000 desktops