

Click2Coach Screen Capture Suite

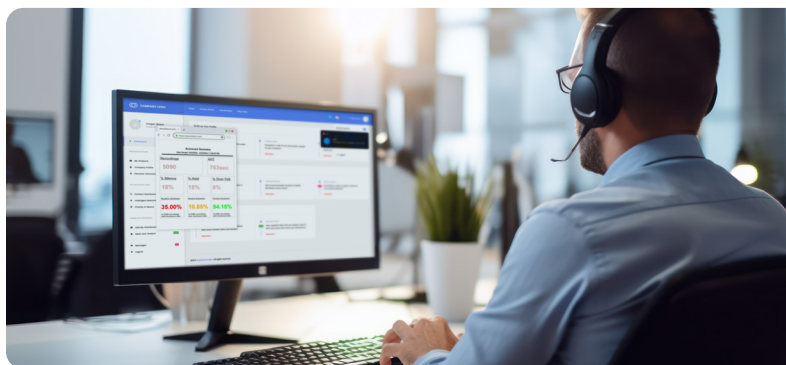
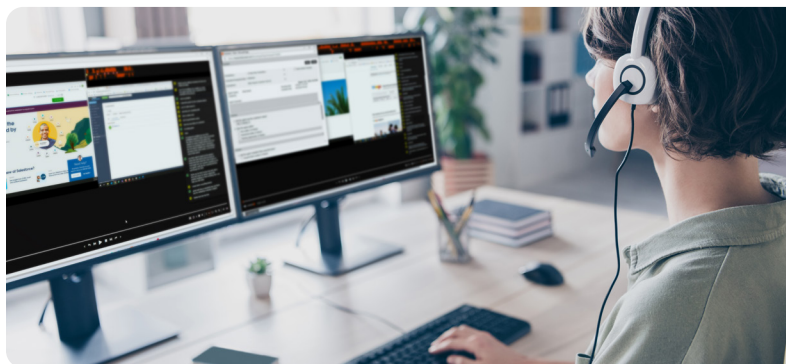
Enhance Your Contact Center Performance with Click2Coach Screen Capture Suite

Elevate your contact center's performance and agent effectiveness by watching how they interact with customers and your systems. Click2Coach simplifies monitoring by allowing you to view your agents' screens, no matter if they're on-site, remote, or at home. Enjoy the ability to observe live screen action. With screen recordings, sentiment analysis and transcripts on one display, you're equipped to identify coaching moments swiftly. Our clients have cut average handling time by 11% and sped up training for new staff by 14%.

Essential Features

- **Triple Screen Capture:** Monitor up to three agent screens simultaneously for complete insight.
- **Live Desktop Streaming:** Click2Coach LiveView offers real-time monitoring of agent interactions for immediate context on escalated calls or to check in on remote staff.
- **Interactive Timeline:** Navigate conversations with ease, focusing on critical points like keyword utterance, sentiment shifts, or extended silences.
- **On-the-fly Transcription:** Forego listening to entire calls; instead, hop directly to segments of interest by browsing the transcript at your leisure.
- **Advanced Sentiment Analysis:** Identify conversation segments where emotional tones fluctuate, see how each speaker is feeling.
- **Search Functionality:** Instantly locate specific words or phrases, essential for compliance checks, coaching and managing grievances.

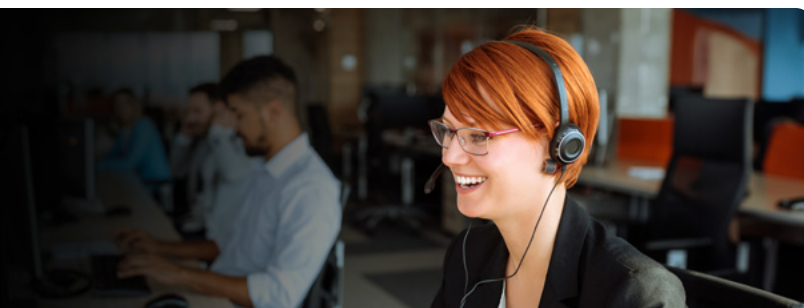
The Click2Coach Screen Capture Suite is your gateway to a deeper understanding of operations, enabling superior agent coaching, decreased handle times, and faster training for new team members.



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Battle Card

2024



Target Markets

- **Finance Sector:** Enhancing member retention and customer satisfaction in Credit Unions; ensuring compliance and efficient collections in Financial Services.
- **Public Sector:** Boosting Customer Engagement and adherence within Government bodies.
- **Health Sector:** Focusing on Revenue safeguards, data accuracy, and patient-centric approaches in Healthcare.
- **Insurance:** Balancing Revenue goals, customer satisfaction, regulatory adherence, and claims excellence.
- **Retail:** Driving Revenue, ensuring collections, PCI compliance, and customer satisfaction.
- **Travel:** Increasing Conversion rates and responding to competitive dynamics.
- **Utilities:** Aiming for Customer satisfaction, efficient collections, and compliance.

Company Snapshot

envision®

About:

More than 25 years of helping contact centers improve agent effectiveness

Customer Reach:

Global, with deployments from 5 to 10,000 seats

Recognition:

Featured in Inc. 500's Fastest Growing Companies & WA's Best Places to Work

Offerings:

Secure, multi-tenant cloud solutions on Microsoft Azure

Pricing:

Flexible SaaS subscriptions ranging from monthly to long-term contracts



Click2Coach Essentials

- **Call & Screen Recording:** Fully synchronized voice and multi-agent screen recording for complete insights into interactions.
- **AI Quality Monitoring:** From manual, assisted to fully automated agent scoring and coaching.
- **Active Alerts:** Monitors for words, phrases, sentiment, silence and talk-over to alert you to issues that need immediate attention.
- **Analytics:** Cutting-edge dashboards, reporting, and speech analytics for performance tracking.
- **eLearning:** Shared insights and elevating performance with agent development tools.

Conversational Leverage

- Are you looking to add Screen Capture to your QA solution?
- Are you seeking to automatically score each customer interaction?
- How crucial is it for your operations to analyze the reasons behind customer calls?
- Do you aim to enhance your ability to upsell/cross-sell?
- Is finding key recorded calls a challenge in your operation?
- Is minimizing Average Handle Time (AHT) a priority for improving customer experience?
- Are you looking to automate who, why, and when you do coaching?
- Do you have a way to see if coaching was completed once sent to Agents?
- Do you have a way to show Agents what a good call looks and sounds like?

Why Click2Coach?

- **Richer Data:** Multi-screen capture, 100% AI scoring, and synchronized transcripts.
- **Unified Solution:** A single-application approach for voice, screen, AI, and data recording.
- **Proactive Alerts:** AI that monitors every interaction and alerts you for immediate action.
- **Accessible Excellence:** Affordable and scalable for any business size, without compromise.
- **Flexible Deployment:** Both on-premises and cloud options available, powered by Microsoft Azure.
- **Unmatched Support:** Seamless service for 5 to 10,000+ agents.
- **User-Friendly:** Easy installation and maintenance, all within a competitive SaaS framework.

PARTNER ADVANTAGES

Stand Apart: Advanced features set you apart from the competition.

Effortless Integration: Easy fit with existing softphone systems.

Market Reach: Access untapped markets in the SMB sector with cloud solutions.

Comprehensive Solutions: Offer more than just screen recording - deliver full enterprise-class agent optimization.

CUSTOMER AMBITIONS

Elevate Agents: Improve key performance areas like collections and cross-selling.

Streamlined Workflow: Simplify daily WFO system usage and reduce complexity.

AI-Powered Efficiency: Utilize AI to evaluate all transactions for cost savings.

Less IT Dependency: Minimize IT burden with easier management and training processes.

Distinguished Branding: Achieve standout brand recognition like Nike, Memorial Health Solutions, and A Place For Mom.



Proven Outcomes

- Rapid response enhancement and workload reduction through automated notifications.
- 90% decrease in call monitoring and evaluation time.
- Over 35% improvement in agent-driven upsell and cross-sell activities.
- 20% increase in quality scores, translating to elevated customer satisfaction.
- Reduction in call handle times by more than 32%.
- Universal uplift in performance metrics via best practice coaching.
- Increased agent engagement leading to lower turnover and higher CSAT scores

First Call Resolution Enhancement



Insightful Analysis:

Use date, time, and account filters for call searches to address issues proactively.



Engagement Monitoring:

Track customer interaction frequencies and patterns for improved engagement.



Deep Dive Reviews:

Analyze repeated interactions to identify and resolve underlying problems.

Reducing Hold Times & Call Silence



Customer Experience Focus:

Address the top detractor from customer satisfaction by tackling unnecessary hold times and silence.



Diagnostic Analysis:

Investigate calls to find and resolve reasons for holds or silence.

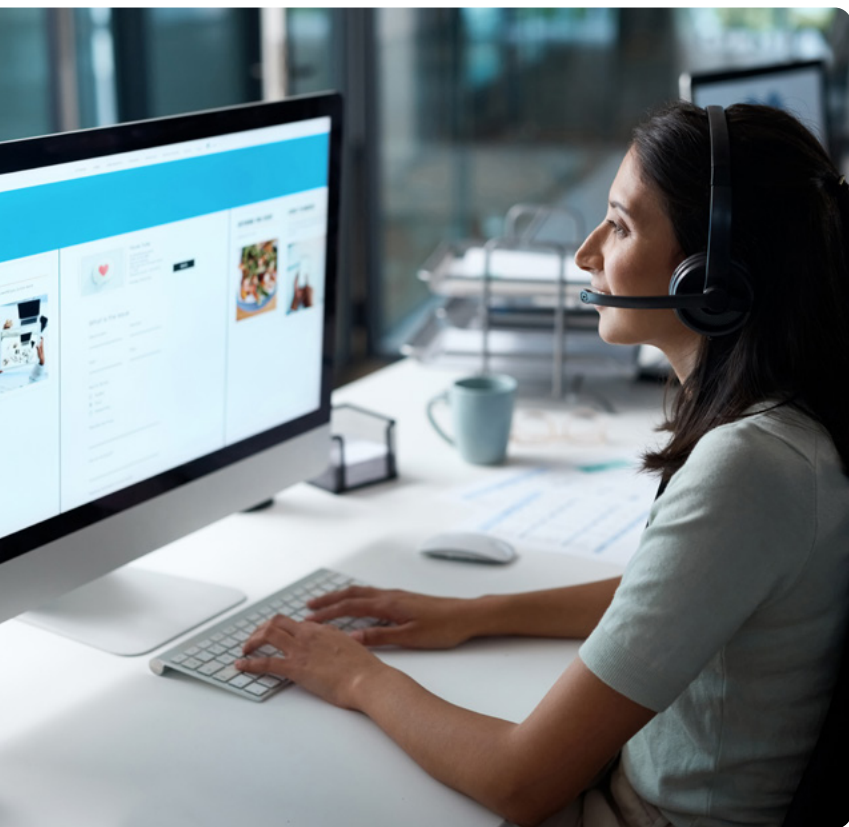


Training Optimization:

Determine the need for agent coaching or system improvements.

Screen Capture Suite

- Capture up to 3 simultaneous screens per agent
- Integrated timeline with context appropriate marks
- Real time transcript with word & phrase spotting
- Speaker independent sentiment tracking
- Alerts for situational awareness across the contact center
- Key word and phrase search
- Live viewing of agent desktops



Agent Coaching Reinvented

- **On-the-Spot Training:** Utilize evaluations and analytics for targeted in-seat coaching.
- **Timely eLearning:** Schedule learning content delivery to bolster agent performance at opportune times.
- **Ahead of the Curve:** Preempt customer questions with updates on web changes, new products, or marketing campaigns, thereby reducing AHT and enhancing outcomes.

Envision Workforce Optimization

Interaction Recording, Quality Monitoring, Analytics, Coaching and eLearning

WFO for Increased Agent Performance & Engagement and Cx

Envision's WFO suite delivers an award winning workforce optimization solution including Click2Coach® to ensure an engaged and effective agent workforce and world-class customer experience. Our flexible yet secure cloud solution includes options for voice and screen recording, desktop and speech analytics, quality & coaching, eLearning, workforce management and performance management. Whether you're an executive looking for strategic insight into what customers are saying, or a QM manager looking to improve your agents, Envision WFO with Click2Coach® is the solution. An enterprise-class WFO solution, Envision WFO with Click2Coach® provides all the benefits of WFO without the high costs of implementation, upgrades and hardware.

Agent Performance & Engagement

- Onboard agents more quickly with real call examples
- Provide agent feedback online or in 1-1s with agents
- Coach individual agents and groups across multiple sites
- Use exemplary calls for recognition and motivation

Improved Customer Experience

- Constantly listen to, evaluate, and coach agents up
- Prepare agents for upcoming marketing promotions or changes in workflow or websites
- Analyze and improve trends in areas, such as, first call resolution

Increased Revenue, Reduced Costs

- Increase upsells and cross sales
- Reduce revenue erosion due to disputes with recordings
- Increase sales and collection conversions
- Lower average handle time through best practices
- Reduce agent turnover with more frequent feedback

Enterprise-class WFO

- Call, screen, email and web chat interaction recording
- Recording multiple monitors
- Supervisor & agent portals
- Dashboards and reporting
- Coaching & targeted eLearning
- PCI and HIPPA compliance
- Unlimited evaluation templates
- Speech & desktop analytics
- Onboarding tools to ramp agents
- Full encryption at transit and rest
- Gamification
- Forecasting & scheduling

Better, Faster, Smarter WFO. For more information please visit us at www.envisioninc.com, or call us at 1-800-975-9384. Valuable information can be found by subscribing to our blog at www.envisioninc.com/blog.

