

REWARDS

Step up your workplace modernisation game.



Take your contact centre to the next level with **REWARDS** gamification. Our solution will enable you to set appropriate targets for all staff in the contact centre. Host tournaments, collect data to easily map user performance against process automation, reward staff with points, money and bonuses. **REWARDS** helps to abolish absenteeism, turbo-charge productivity and re-engage bored contact centre agents. Unleash your workforce potential!

What is **REWARDS**?

We know the key to happy customers is happy employees; that's why our solution is designed to reduce high staff turnover, increase your chances of recruiting and retaining talent and improve the customer experience.

REWARDS is a piece of software that will gamify your contact centre by integrating with your contact centre solution, CRM and HR systems to exploit the data collected. Enabling contact centre managers to recognise and reward your customer service agents.

Talk to us about **REWARDS**

Book a demo to talk about **REWARDS** and find out how it could improve your customer experience and sales!

REWARDS' core capabilities



TOURNAMENTS & GAMES

Inject healthy competition into your contact centre and drive KPIs like first call resolution, calls handled and average sales per agent. Tournaments and game battles will drive individual and team productivity and engagement.



MAP USER PERFORMANCE

Identify, collect and analyse the key data indicators of your contact centre's performance. You're empowered to easily understand the areas you need to improve and which areas your staff could become more efficient.



REWARD & RECOGNISE

Easily give staff points, bonuses and money as they work to exceed their goals. The tournaments, summary reports and milestones in REWARDS enable you to always understand how your company is performing and what you could do better.



DATA SHARING

Share data on personalised applications, leader boards and dashboards as well as third party portals and alerts. Let the rest of your company know how well the contact centre is doing!



EASY INTEGRATION

REWARDS easily integrates with any contact centre solution (Mitel for example), CRM or HR system. Presenting a clear view for agent performance in one system.



DATA EXPORT

Easily export data from REWARDS to share with the wider organisation and board members. Data that's crucial for those management reports, company wide meetings and the ROI since implementing REWARDS.

See REWARDS in action

The screenshot displays the REWARDS software interface. On the left, a 'Leaderboard' section shows a grid of agent profiles. Each profile includes a photo, name, title, and a green progress bar indicating completion levels for SR (100%) and Card (100%). The right side features an 'Overview' section with various performance metrics and charts. Key statistics include a Bonus Total of £310.20, an Average per Eligible of £3.61, and Team Leader Cash Award and Tournament Cash Award both at £0.00. The Overview also includes a chart for Addi Bonus Pot Usage (0.00%), Agents Receiving Bonus (73.26%), and several goal progress bars for SR Conversion (88.76%), Card Conversion (89.00%), and Audit Goal (1.00%).

REWARDS is a game-changer

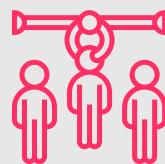
Reduce absenteeism

The average employee is estimated to take 7.4 sick days per year, whilst contact centre agents are absent roughly 8.2 days per year. REWARDS drastically reduces absenteeism averages through re-engaging bored and disengaged employees.



Recruit and retain talent

Worry less about your best agent leaving next. REWARDS modernises the work environment and enables contact centre staff and managers visibility to their performance. Making it easier to understand key areas of training that need to be delivered to the team and individuals. REWARDS facilitates for employee development.



Maximise agent performance

REWARDS keeps your employees' attention on your business objectives and goals. With a platform that helps to recognise and reward your employees for their achievements, you'll easily increase employee productivity!



Improve your customer experience

Happy employees mean happy customers. REWARDS will leave your customer experience greatly improved. Contact centre agents will be completely focused on the job. As a result, your customers will receive service that is quick, reliable and personalised.



Drive revenue up with increased up-selling and cross-selling

Gamification is a new technology that unleashes your workforce potential. Drastically increase your revenue through upselling and cross selling, with your new gamified environment, healthy competition translates into real, tangible results that will be felt across the organisation.



Give constructive feedback

With benchmarks and targets to meet, REWARDS enables you to easily feedback and reward your contact centre agents. The data will show where your employees are performing well and improvement areas; enabling you to encourage activities that drive sales, customer satisfaction and other success measures.



TALK TO THE SOLUTIONS PEOPLE

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but luckily it's not a journey your business needs to do alone.

Book a REWARDS demo with a member of our team!