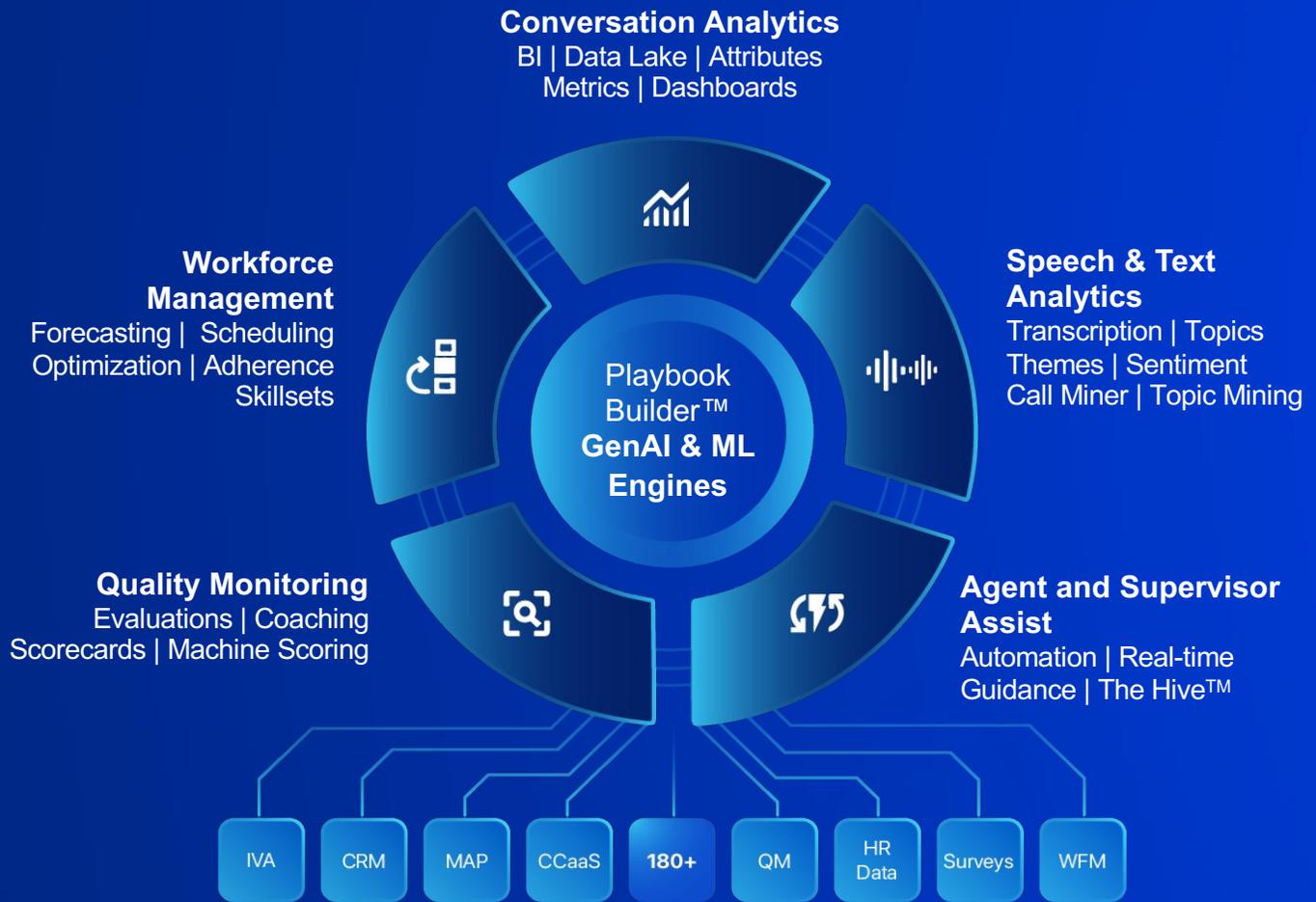


# AI-Workforce Engagement Platform

Unify your workforce engagement motions and put insights to action with AI



# Unified WEM Insights and Action

## Key Components

### Contact Center Insights

Unify all your data for a 360-degree view in minutes

- Leverage prebuilt integrations to activate on top of your CCaaS and combine real-time and historical contact center metrics (AHT, agent performance, AWT) with visibility across all channels (voice, chat, social, email) in a flexible data architecture with a data warehouse and business intelligence layer.
- Activate 180+ data connectors (CRMs including Salesforce, databases including MongoDB, SQL and applications like Workday).
- Activate the BI tool to create custom reports with powerful dashboard visualizations and data blending, import and export data with a few clicks, and save time with report subscriptions.

### Speech, Text, & Sentiment

Analyze 100% of customer conversations

- Gain insights from historic and real-time customer conversations from calls to chats with 90%+ transcription accuracy including the ability to detect specific phrases, exact or semantic match, overtalk, silence, and more.
- Equip your global customer teams with SuccessKPI's multilingual interface, available in 10 languages.
- Serve your customers with your best experience leveraging high-performance Natural Language Processing engines which can transcribe, understand, and analyze voice and text streams in 100+ languages.

### Agent and Supervisor Assist

Real-time co-pilot for agents and supervisors

- Empower agents with automated support on every call to create a great customer experience.
- Provide real-time coaching with actionable suggestions from pre-built guidance scripts, FAQs, and a knowledge base.
- Track customer sentiment and call cadence to trigger alerts and suggestions during a live call
- Streamline wrap-ups with automated hints for call summary at the end of every call.

### Workforce Management

Forecast, Schedule, and Monitor

- Gain real-time insights into workforce and operational efficiencies of the contact center by monitoring agent performance in real-time including agent productivity, adherence, and service levels.
- Forecast interaction volume and staffing needed, taking into account desired service levels and staffing characteristics and using AI/ML forecasting algorithms.
- Generate schedule forecasts of staffing needed and working hour preferences of individual agents, and then quickly publish these to the agents.

### Quality Management

Take performance to the next level

- Score 100% of customer calls, deliver feedback in real-time, and automate quality monitoring with ML so that supervisors are equipped with what they need to identify coaching opportunities for agents.
- Evaluate all CX channels beyond voice with multichannel support for chat, email, offline tasks, and more.

### Playbook Builder™

Automate actions to improve business outcomes

- Build automated plays for critical action based on your customer conversations in real-time during or after the conversation, based on call sentiment, keywords, themes, or metrics.
- Easily activate conditions and rules using an If this then that (ITTT) UI to automate timely tasks, such as PII redactions, sending SMS, email, flagging calls for QA evaluation, invoking an API or calling a Lambda function.
- Capture deeper questions on each conversation with GenAI.



At SuccessKPI, data privacy and protection are our top priorities. We use automated PII redactions and a comprehensive framework to safeguard data in transit and at rest. Our security measures meet top industry standards and are regularly audited and certified.