# Unhappy agents?
## You may be losing more customers

### Satisfy your team with powerful tools and analytics

**73**%

of companies with 'above average' customer experience maturity perform better financially than their competitors.[1]

**68**%

of customers say that a pleasant representative was key to their recent positive service experience. [2]

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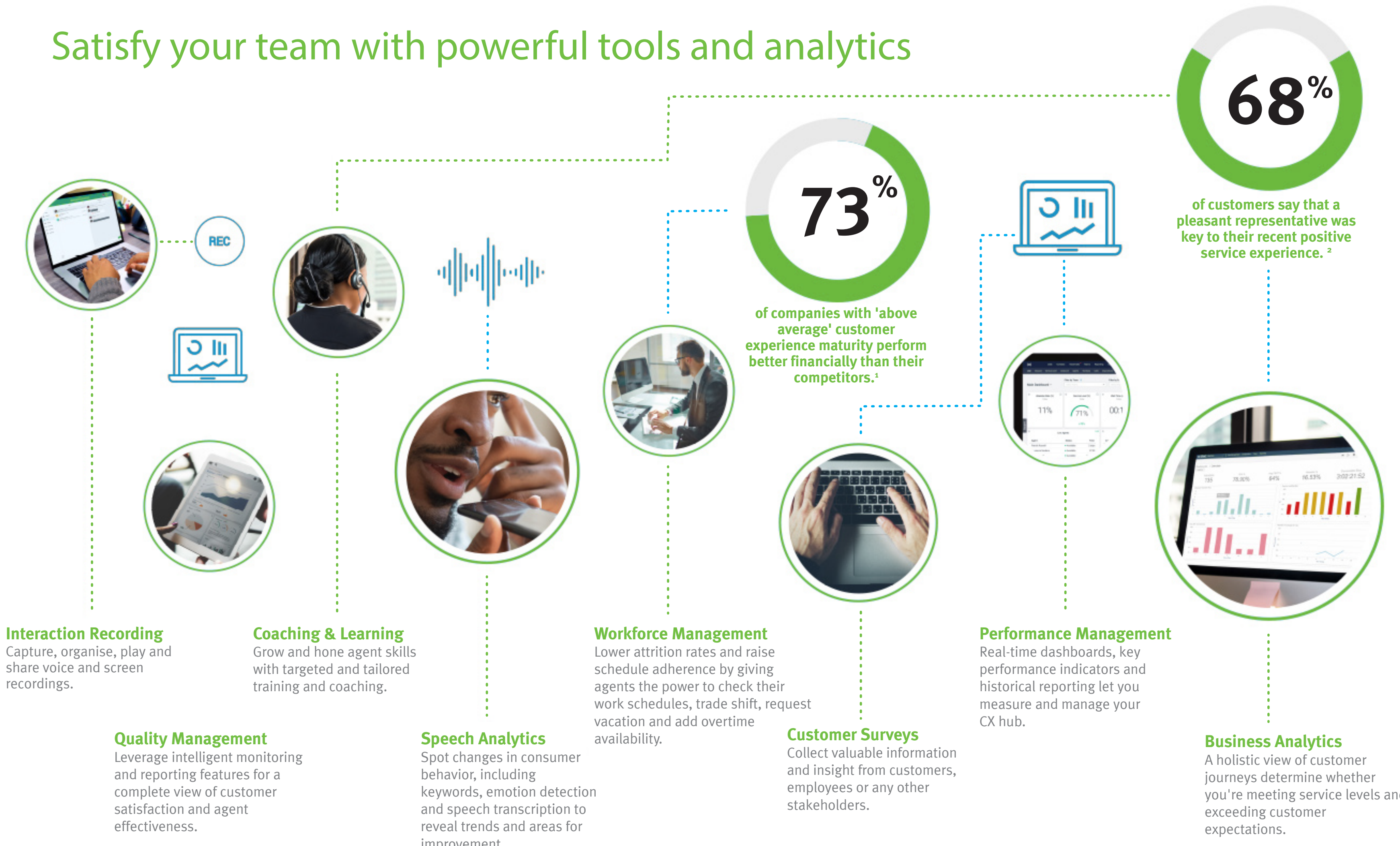
**Interaction Recording**
Capture, organise, play and share voice and screen recordings.

**Coaching & Learning**
Grow and hone agent skills with targeted and tailored training and coaching.

**Workforce Management**
Lower attrition rates and raise schedule adherence by giving agents the power to check their work schedules, trade shift, request vacation and add overtime availability.

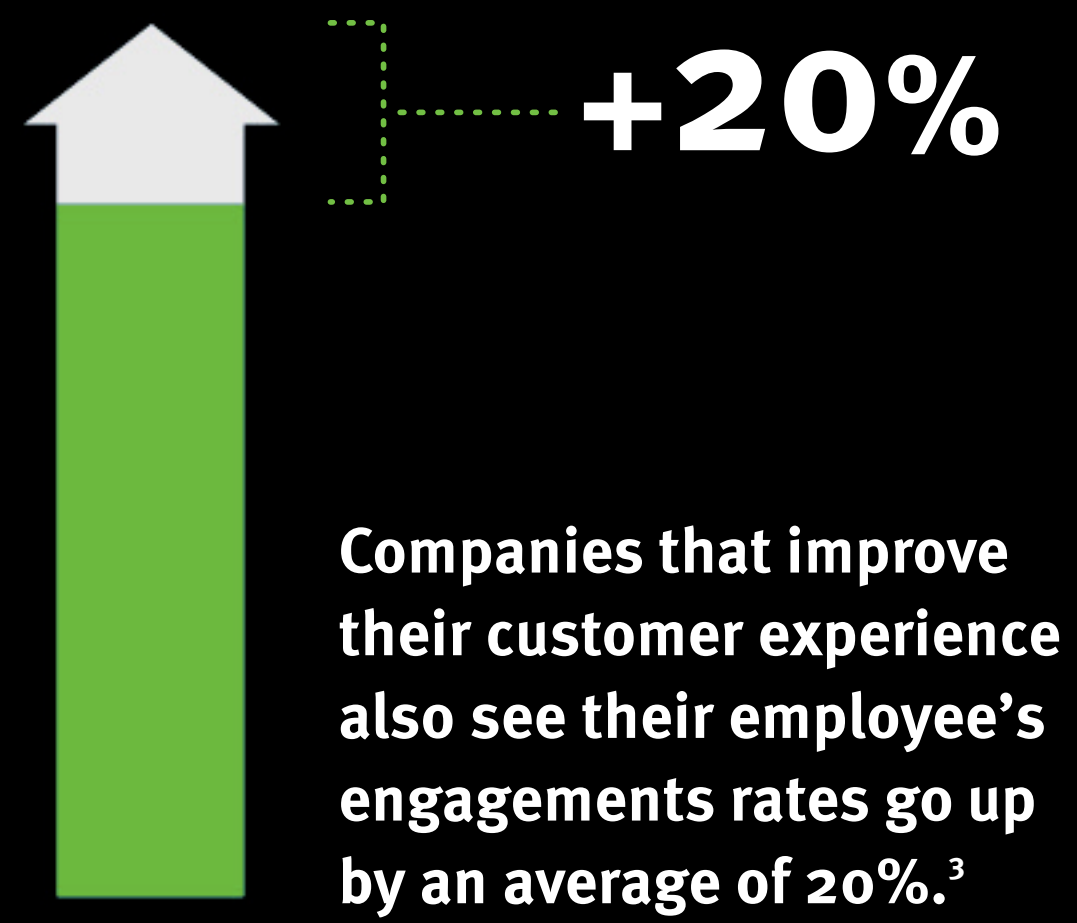**Performance Management**
Real-time dashboards, key performance indicators and historical reporting let you measure and manage your CX hub.

**Quality Management**
Leverage intelligent monitoring and reporting features for a complete view of customer satisfaction and agent effectiveness.

**Speech Analytics**
Spot changes in consumer behavior, including keywords, emotion detection and speech transcription to reveal trends and areas for improvement.

**Customer Surveys**
Collect valuable information and insight from customers, employees or any other stakeholders.

**Business Analytics**
A holistic view of customer journeys determine whether you're meeting service levels and exceeding customer expectations.

[1] TemkinGroup
[2] American Express 2017 Customer Service Barometer
[3] McKinsey

## Workforce optimisation is key to retaining customers

Invest in the people and processes you have internally and it will positively affect what your brand projects externally. The Contact Centre has a number of different parts to understand. Make informed strategic decisions by leveraging management, analysis and coaching technology which allows you to peer inside and understand what is really going on.

Excellent agents deliver excellent Customer Experience (CX). Today's CX hub is optimised to improve customer engagement and achieve gold standard performance by empowering employees. When your team is armed with deep insights and tools to improve each customer interaction, they are better equipped and motivated to achieve the best CX.

**+20%**

**Companies that improve their customer experience also see their employee's engagements rates go up by an average of 20%.[3]**

# Digital Island*