



## Scorecards

**Activ! Intelligence Scorecards** empower agents to improve by presenting up-to-the-minute statistics that indicate how close they may be from meeting their performance goals. They can also see how they compare to other agents – individually or by group. The scorecards deliver a customizable, KPI-centric view of both current and past performance results. Managers can quickly identify what proactive measures they need to take to improve agent performance.

## Make More Informed Business Decisions

**Activ! Intelligence** presents a dynamic, multi-dimensional view of contact center data, allowing for early recognition of patterns and trends and effective root cause analysis. Anytime, anywhere access to extensive intelligence results in improved decision-making and better alignment of operational objectives with corporate goals. With the ability to incorporate key company objectives into agent performance indicators, **Activ! Intelligence** is a valuable solution to the challenge of ensuring that each and every employee is working towards realizing the strategic vision of the organization. It is invaluable in helping enterprises achieve excellence in customer service delivery, and improve loyalty, advocacy, and revenue potential from their customers.

## Attractive Quantifiable Benefits

**Activ! Intelligence**, in conjunction with other solutions from VPI's **Activ! Performance Suite™** is proven to reduce contact center operational costs by 10 percent on average and has an attractive ROI cycle of between six to 12 months. Now you can improve sales conversion and quality of service while realizing significant savings in areas such as: agent attrition, quality scores, first call resolution, average talk time, idle time, sickness and absence, average hold time, and much more. Resulting enterprise benefits include increased productivity, customer loyalty, and revenue.

## Increased Employee Productivity

- Delivering individual performance metrics in real time allows agents to modify and correct their performance to stay on target
- Timely identification of under-performance allows managers to provide proactive coaching to ensure agent success
- Manager productivity is improved by having consolidated real-time and historical reports readily available

## Increased Revenue

- Increased sales and improved customer service as a result of having better informed agents
- Consolidated contact center reporting provides managers with timely insights to adjust campaigns and take advantage of revenue-generating opportunities
- Reserve agents for tasks that generate the highest revenue by identifying opportunities for customer self-service

## Decreased Costs

- Decrease in talk, wrap, and idle time results in decreased staffing and operational costs
- Decreased agent attrition as a result of agent empowerment and increased job satisfaction
- Easy access to a snapshot of performance across several systems from a single source reduces administrative costs
- Easy-to-use reporting increases transparency and reduces dependence on IT resources and their associated costs

**"We can measure anything that we track ... Activ! Intelligence can capture that data and deliver the information to whomever you authorize to receive it. A huge benefit is that we can get all of this information from all of our nine sites."**

- Lou Orsl, Vice President  
1-800-Flowers.com

## Count on a True Partnership

### The Key to Successful Deployment

Your success is our success. Our professional services team is committed to helping you successfully plan, implement, integrate, operate, and maximize the value of our solutions. We will enable you to optimize your performance in the shortest amount of time possible. Our services include:

- Professional Project Management
- Training and Certification
- Business Consulting and Workshops
- Technical Consulting and Custom Development