

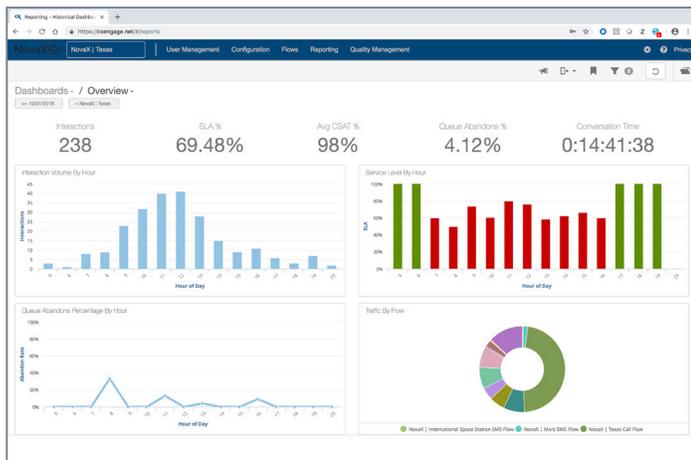
CxEngage: Cloud Contact Center Designed for Supervisors

Serenova’s cloud contact center solution, CxEngage, was built with the Supervisor’s everyday challenges in mind. As a contact center Supervisor, you’re expected to be an expert service provider, trainer, mentor, motivator, and manager. In addition, your daily responsibilities pile up — scheduling agents, solving escalations quickly, managing call volumes, monitoring average handle times, adhering to service levels, monitoring agent performance and coaching.



Actionable Analytics

You need to always know what’s happening in your center. The best way to do that is to leverage current and actionable data with real-time statistics, KPIs, and business analytics. With CxEngage, you have a single view of what’s happening in your contact center right now and you can make decisions based on the most up-to-date information.



- **Real-Time Dashboards to Monitor Interactions, Agents, and Queues**
Create your own custom widgets to visualize data in bar charts, bubbles, columns, donuts, gauges, lines, tables, etc.
- **Historical Reports to Understand Trends and Benchmark**
Customize and display contact center metrics such as call volume, service level, handle time, and wait time over any given period.

Constantly monitor and report on KPIs such as:



Service Levels



Average Handle Times



Queue Callback



Abandon Rates



Wrap Up Times

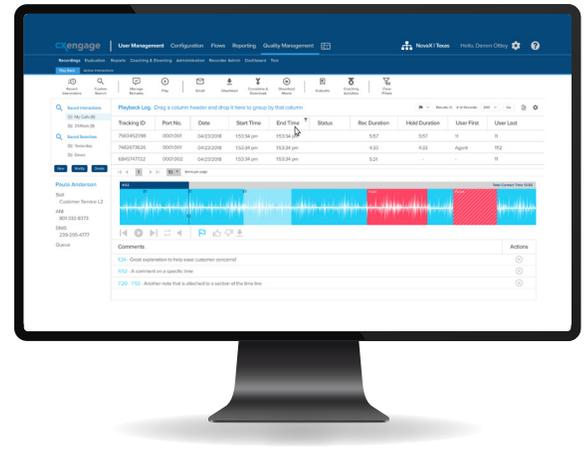
Integrated Workforce Optimization

In a busy contact center, training and coaching are often the first things to get pushed off. Listening to recorded calls, flagging important segments for training, delivering timely feedback and evaluations — all seem like daunting tasks, particularly when you are juggling so many other responsibilities. Serenova CxEngage helps Supervisors deliver more powerful evaluation insights and strategic scheduling decisions by tightly integrating with solutions for workforce optimization, quality management, and performance management. In return, agents are more engaged and better prepared to handle the demand of customers.

Quality Assurance

CxEngage Quality Management provides native call recording, screen capture, and quality assurance capabilities all within a unified interface, which means fewer applications to manage. The ability to uncover opportunities for coaching and training ultimately improves your agents' performance and customers' experience.

When quality management and contact center systems are truly integrated, there's less switching between systems, which makes it easier for Supervisors to monitor agents, provide relevant training to those who need it, and restrict agents from taking calls until the training is completed.



Gamification in the Contact Center

By delivering real-time, customized data to every agent — such as personal targets, benchmarks, and achievements — Serenova's CxEngage Scoreboard can help Supervisors create a culture of continuous development and agent engagement.

With CxEngage Scoreboard, you can boost agents' productivity, positively impact important call metrics such as handle time and after-call work, and improve agents' motivation and morale.

By giving agents visibility into their performance, they can benchmark their efforts against other agents and themselves. You can also increase engagement by using gamification techniques to reward them when specific goals are achieved. This is the power of CxEngage Scoreboard.

Other features include:

- Real-time performance dashboards
- Surveys to engage and develop employees
- Attractive wallboards to publicly display the metrics, KPIs, rankings, awards, and achievements





A happier, more motivated workforce = Accelerated performance = Better customer experiences

Workforce Management

With CxEngage, Supervisors can optimize staffing and monitor schedule adherence so the right number of agents with the right skills are available to deliver service levels. Serenova partners with leading third-party workforce management providers Verint, Teleopti, and Calabrio so you can choose the system that best fits your organization's requirements. These solutions help to minimize administrative effort, improve agent engagement and schedule adherence, which, in turn, reduce agent turnover.

In addition, Supervisors can assist Contact Center Managers with the following:

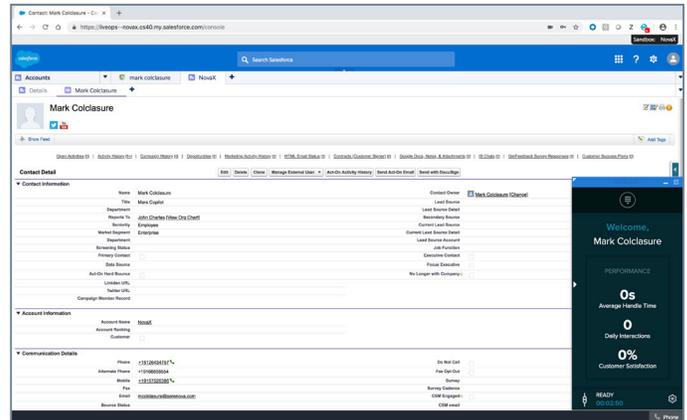
- Multi-channel forecasting for short and long-term planning, trends, and seasonal fluctuations
- Multi-skill scheduling for effective agent planning
- Up-to-date reporting and schedule editing with drag-and-drop ease

CRM Integrations

With the powerful combination of CxEngage and CRMs like Salesforce and Zendesk, your agents have immediate access to key customer information and can work more efficiently.

What does this mean to the Supervisor?

- Boost productivity by giving your agents instant access to critical customer records without having to switch between applications.
- Reduce Average Handle Time by populating key information, such as customer name or case information, onto the agent's screen.
- Increase the number of outbound interactions that agents can make with click-to-dial for phone, SMS, or email directly from within the CRM contact record.
- Intelligently route inbound calls by matching customers to the agents who can best service them based on data from the CRM.



CxEngage's unified cloud contact center platform can help Supervisors run a more productive, engaged contact center.

About Serenova

Serenova simplifies every aspect of the customer experience to make life easier for contact center executives, their customers and employees. The world's most passionate, customer-focused brands achieve better interactions, deeper insights and more meaningful outcomes with Serenova's contact center solutions. To see the power of Serenova for yourself, [sign up for a demo](#).

