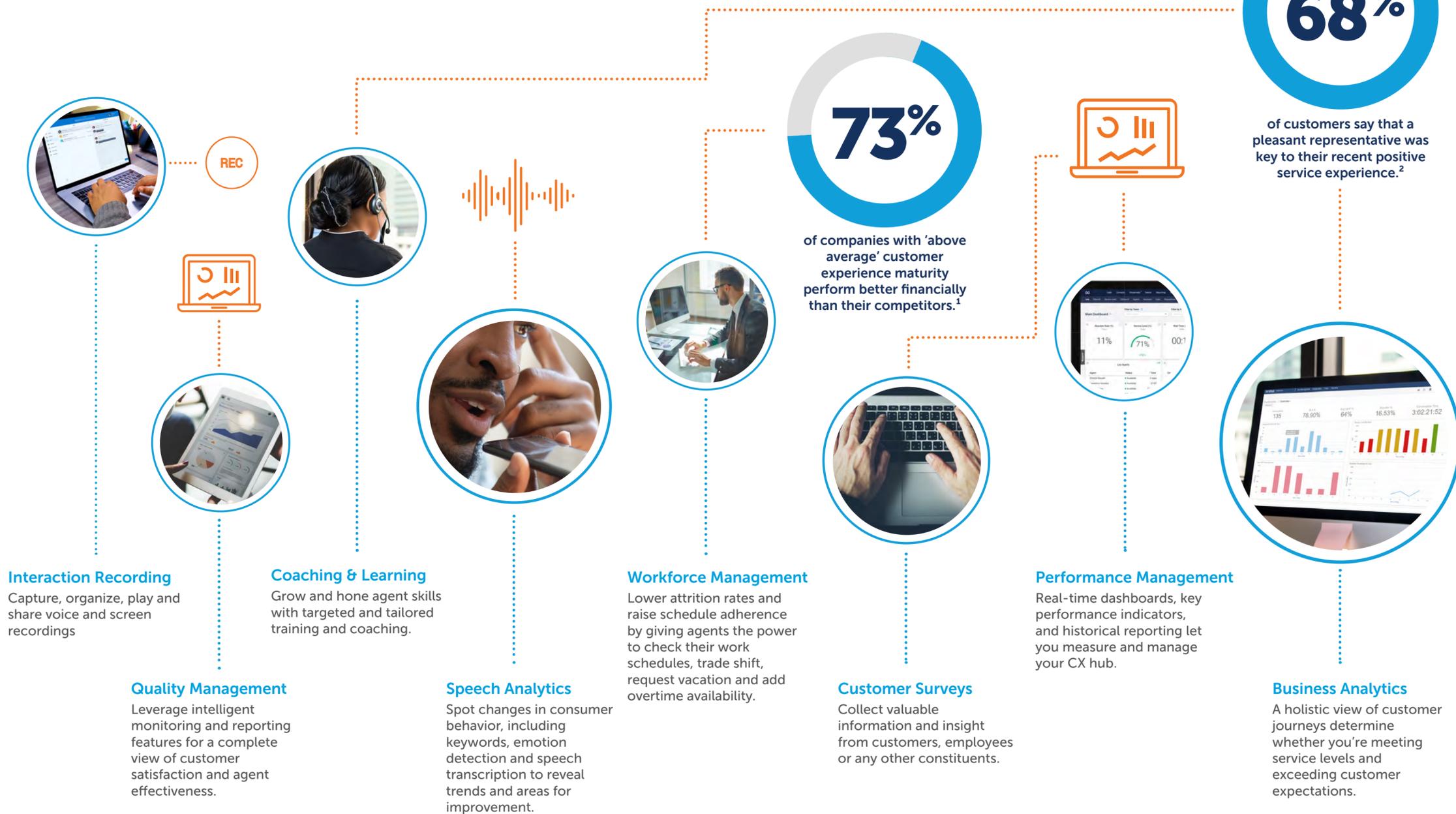


UNHAPPY AGENTS? YOU MAY BE LOSING MORE CUSTOMERS

Satisfy your team with powerful tools and analytics



WORKFORCE OPTIMIZATION IS KEY TO RETAINING CUSTOMERS

Invest in the people and processes you have internally and it will positively affect what you project externally. The contact center has a number of different parts to understand. Make informed, strategic decisions with management, analysis and coaching technology like Mitel Workforce Optimization, which lets you peer inside and understand what's really going on.

Excellent agents deliver an excellent customer experience. Today's CX hub is optimized to improve customer engagement and achieve gold-standard performance by empowering employees. When your team is armed with deeper insights and the tools to improve each customer interaction, they are better equipped and motivated to achieve the best CX.

¹ Temkin Group
² American Express 2017 Customer Service Barometer
³ McKinsey