

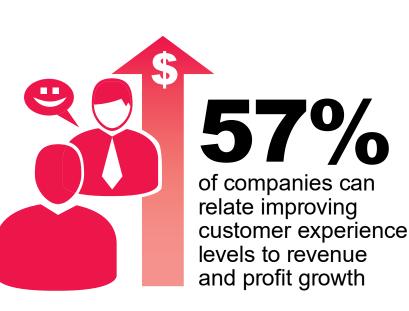
The Benefits Using Digital Signage

for Contact Centers

IMPROVING THE CUSTOMER SERVICE EXPERIENCE



of executives want increased customer satisfaction



QUALITY CUSTOMER SERVICE EXPERIENCES MATTER











say customer service exceeds expectation

say customer service misses expectation

switched providers due to poor service

decided not to buy due to poor service

would spend more for

excellent service

CUSTOMER SERVICE AND REAL-TIME PERFORMANCE MANAGEMENT



51% of contact center

managers are not satisfied with the time required to share performance measurements with call center agents



of greatest value when shared with agents

- 1. Number of calls in queue 2. Service level percentage
- 3. Customer satisfaction
- 4. Schedule adherence 5. First contact resolution



of best-in-class companies use dashboards to view contact center activity results

of organizations view access to

Real-time Data as very important

however, only get data the same day

and, just get real-time data 6

DIGITAL SIGNAGE AND REAL-TIME PERFORMANCE MANAGEMENT



of contact center leaders see high value in sharing metrics in real time with frontline agents



of customer experience decision-makers say coordinating across different technical platforms is a top challenge¹¹

Aggregate, Synthesize & Display



Alcatel Aspect

Avaya

Cisco

InContact

Genesys

Salesforce

Sharepoint

+ Many More



Reach 100% of your employees



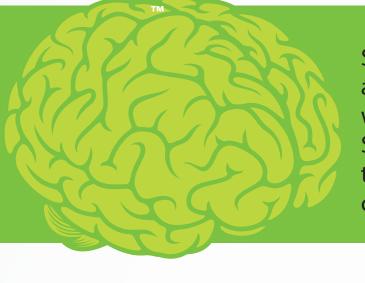
Monitor performance by agent, team or location



in real time



satisfaction and service levels



Smart companies know the key to greater customer satisfaction and agent productivity is tied to having the right information when you need it, how you need it. Korbyt's Contact Center Solution is a complete visual communications system that today's companies need for operational efficiency and a better customer experience.