

Voizone SmartAgent

As you look into the future, the contact center only becomes more complex. Centers are managing various platforms and agents are using various channels – with the added home office challenge.

How will you monitor your agent?



Our Difference:

- » Know immediately when compliance procedures are not being followed
- » Identify desktop processes that may be redundant
- » Identify key areas of application by understanding user sentiment
- » SmartAgent AI helps collect data from multiple applications within organisation to better understand your user behaviour

SmartAgent is a cloud based, desktop analytics solution powered by AI technology that allows for insight into employee desktop activity.

Voizone SmartAgent helps in making the customer experience better and reduces costs by providing visibility into:

- Practices of top agents
- Agent application use
- Agents in need of coaching
- Openings for increased efficiency

Utilize Performance Data:

Agents develop their skills by receiving the right feedback.

With SmartAgent you can provide objective data that specifies agent to agent what is needed for efficiency. Agents can feel confident that the feedback is personalized and that they are being assessed the same as their peers. It can also help struggling agents to voice their concerns to managers.

Learn More about
Voizone SmartSolutions

[Voizone.ai](https://voizone.ai)

