
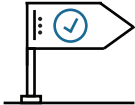

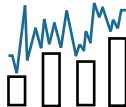
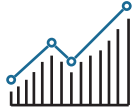


Workforce Optimization

Revolutionize the way you engage with your customers with Veracity Contact Center, a unified workforce optimization (WFO) suite including call recording, quality management, workforce management, real-time analytics, and advanced recording that dramatically improves the agent and customer experience.

<h3>Key Capabilities</h3>	 <h4>Call Recording</h4> <p>Amazingly clean and simple. Capture and retrieve calls quickly and accurately. Never miss a call.</p>	 <h4>Quality Management</h4> <p>Access and evaluate 100% of your customer interactions. Gain powerful performance insights.</p>
 <h4>Workforce Management</h4> <p>More than optimized staffing levels, modern tools improve predictability and performance.</p>	 <h4>Real-Time Analytics</h4> <p>Integrate multichannel customer input to gain unprecedented visibility and control.</p>	 <h4>Advanced Reporting</h4> <p>Visualize contact center metrics. Cross-reference data enterprise-wide. Deliver impactful insights.</p>

Call Recording and Quality Management

What gold lies unmined in a contact center? Business is falling short of meeting customer expectations. Leverage Veracity's Call Recording and Quality Management to mine the golden nuggets that are waiting to be empowered and engaged agents prepared to better serve customers with the coaching and training they need.

Value of Call Recording and Quality Management

- ✓ **Simple Interface**
Too often a clunky interface must be overcome just to do your job. With Veracity, our product is easy to use. The simple, yet powerful call playback interface brings together call metadata, visual speech energy bar, agent evaluation, and PC screen recording playback into one unified display.
- ✓ **Powerful Search**
Find the conversations you're looking for with our powerful streamlined search. Use core data and custom metadata information to build your search and save it for quick retrieval later.
- ✓ **Leverage the Machine**
Strategically configure our Workflow engine to make sure your analysts review the Correct calls paired with analytics, use our powerful speech analysis to auto-evaluate every call.
- ✓ **Engage Your Employees**
Happy agents result in happier customers. Happy agents stay around longer. Agent turnover is expensive. Give your agents the guidance they need with regular evaluations, coaching, and exposure to agent performances.

Workforce Management

Forecast staffing needs based on historical data and automatically schedule employees based on skills, interaction types, and other factors. Keep all your contact center employees performing the right tasks to deliver the best customer service at the lowest cost.

Value of Workforce Management

Easy to Use Intuitive, easy-to-learn interface reduces training time and expenses.	Scalable Five agents or a thousand, our solution scales while maintaining simplicity of use.	Empowering Performance-based scheduling improves motivation and agent morale.
Flexible Tools that allow you the flexibility to forecast and manage agents.	Strategic Using Historic data and trends to enable long-term strategic plans and staffing forecast.	Enterprise Grade Supporting multi-site and multi-channel enabling direction and resourcing at an enterprise level.

Real-Time Analytics

Analytics is a multi-channel, all-in-one solution that allows organizations to analyze customer interactions and agent activity – accurately, and cost effectively. It's easy to use and scalable to meet future needs as the organization expands. Speech, desktop, and text analysis are all part of the solution, and are presented on our trademark widget-based dashboard to reveal activities, and trends for a drill-down analysis.



Value of Real-time Analytics

- Speech, Desktop and Text analytics: it's all part of the same package.
- Widget-based dashboard reveals activities, patterns, trends for drill-down analysis, and big picture views.
- Simple, straightforward pricing with lower total cost of ownership than industry competitors.

Advanced Recording

Advanced Reporting is a robust, end-to-end reporting solution that integrates all of the organization's raw data, and unifies it into intelligent visualizations, that deliver key performance management insights that are easily explorable, shareable, and actionable.

Value of Advanced Reporting

- ✓ Centralize Data
 - Eliminate time spent combining multiple spreadsheets and building SQL reports
- ✓ Increase Efficiency
 - Eliminate data silos, pull together data from across the organization, and build a central source of all contact center-related information
 - Reduce the number of calls to IT
- ✓ Hit the Ground Running
 - Utilize real-time information to boost employee engagement and make on-the-fly decisions that immediately improve contact center performance
- ✓ Decrease Costs
 - Eliminate reliance on data scientists to build or manipulate reports
 - Replace native ACD reporting tool
 - Discontinue maintenance of multiple business intelligence tools.
- ✓ Gain Buy-In and Drive Action
 - Easily share and collaborate on reports, graphs, and charts with key stakeholders
 - Increase accuracy
 - Rely upon a single application for all analytics