


# TOP 8 BENEFITS OF WORKFORCE OPTIMIZATION

Encore offers contact centers the tools they need to optimize their workforce, resulting in higher customer and employee satisfaction, reduced customer attrition and improved agent performance. Leveraging Encore can lead to lower errors, increased sales and a more efficient use of resources.


**1** **IMPROVE AGENT PERFORMANCE**

Gain actionable insights from agent-customer interactions to improve service scores and customer satisfaction.




**5** **IMPROVE CUSTOMER SERVICE**

Our platform centers on improving the overall customer experience through enhanced insights on customer-agent interactions, specifically from speech analytics.




**2** **REDUCE CUSTOMER ATTRITION**

Our solution is designed with the customer experience in mind and our comprehensive suite of WFO tools ensure that no need goes unmet.




**6** **ATTAIN CUSTOMER PERSPECTIVE ON AGENT PERFORMANCE**

Our interaction recording tools paint an accurate picture of how well an agent is performing and identifies opportunities for improvement.




**3** **INCREASE SALES**

With better service interactions comes excellent upselling opportunities.




**7** **INCREASE EMPLOYEE SATISFACTION AND RETENTION**

Encore's gamification tools encourage continuous improvement in agent performance while its intuitive interface increases employee engagement and satisfaction.




**4** **DECREASE ERRORS**

Achieve greater accuracy when assisting customers, adhering to compliance requirements, and following corporate procedures with targeted training.



**8** **OPTIMIZE STAFF TO MEET SERVICE LEVELS**

Our workforce management tools allow for intraday scheduling which prevents understaffing and wasted resources.



GET STARTED TODAY WITH A PLATFORM THAT GIVES YOU MORE BENEFITS AT AN AFFORDABLE COST.