GRUPO NGN

COMMUNICATION THROUGH INNOVATION

Let your Imagination be your Only Limitation

NGNCloudComm INSIGHTS

Platform was originally built for the US Pentagon and USPS

It is now used by some of the largest Contact Center companies in the World

The team behind **NGNInsights** includes

Data Analysis Experts

Video Game Designers and E-Learning Developers

Decades of Contact Center Experience

NGNInsights is focused on **Performance Improvement**

Top 2 US auto club and insurer

Inbound customer service

- Average Handle Time (AHT) reduction of **27 seconds** per agent per call
- **$1,080,000** monthly value for AHT alone
- Improvements across **multiple KPI**

  AHT, ACW, NPS, Referral %, and Schedule Adherence

Top 3 Worldwide BPO

Inbound customer service

- **8.37** average handled cases per day baseline
- **10.15** average handled cases per day with NGNInsights
- **9.9** times Return On Investment

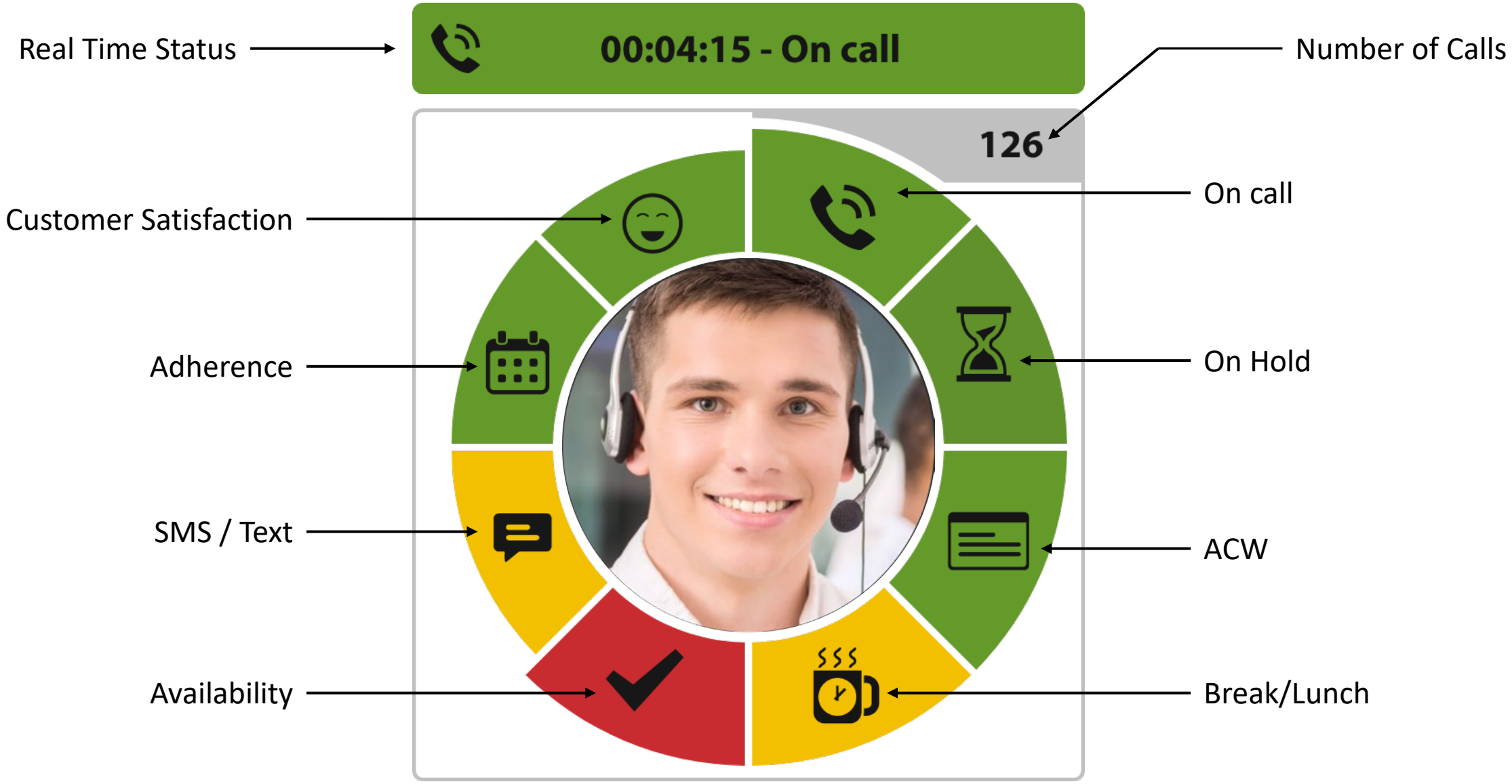
Cable TV/Internet

Up sell package

- 5.1% up sell average baseline
- **19.9%** up sell average with NGNInsights
- **3.75x** increase in revenue

NGNCloudComm
INSIGHTS

The **NGN**Insights
Tile Concept


Real Time Status
00:04:15 - On call
Number of Calls
126
Customer Satisfaction
On call
Adherence
On Hold
SMS / Text
ACW
Availability
Break/Lunch

How do your supervisors currently analyze performance?

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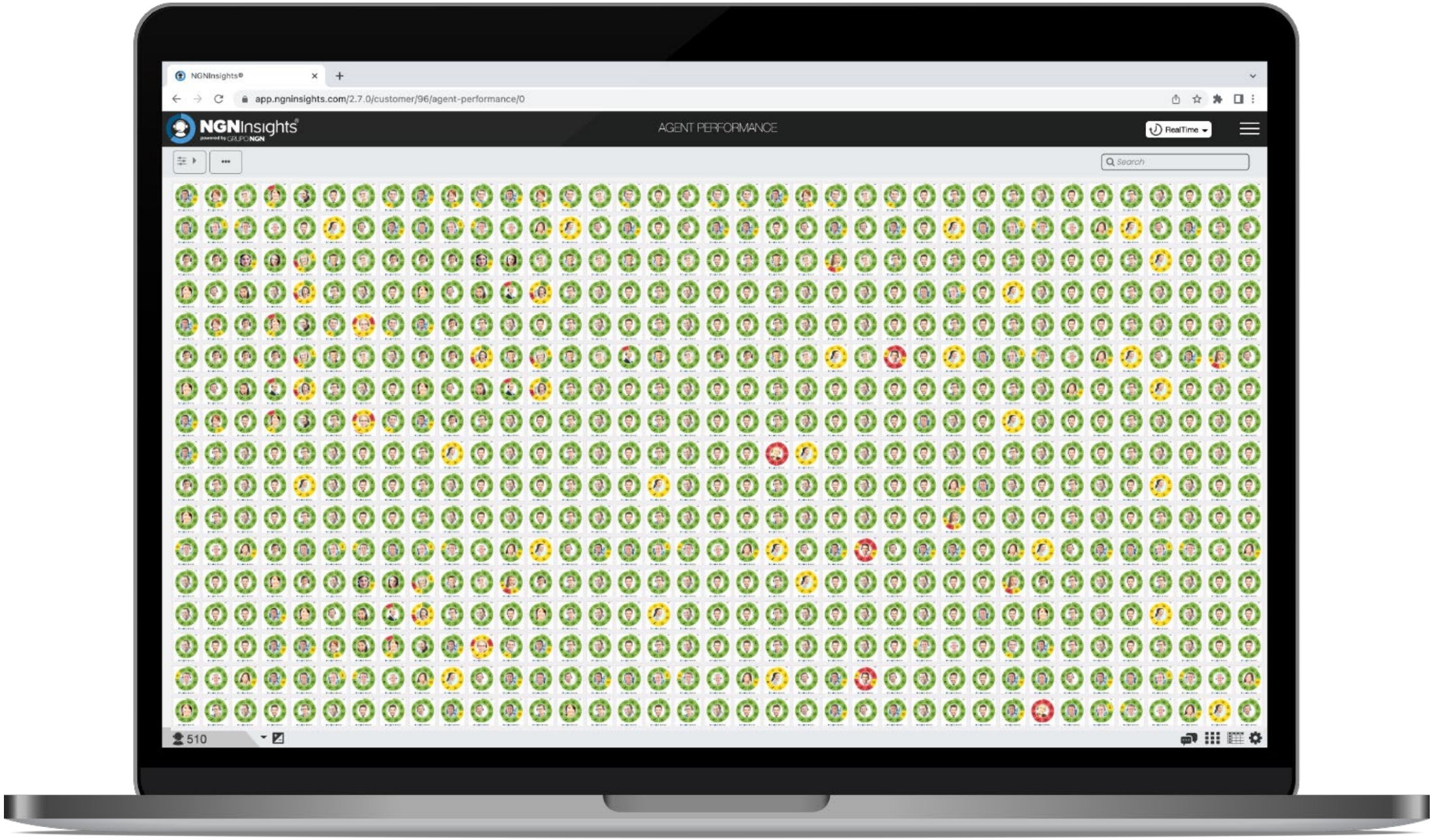

Find the bottom 5 agents out of 500

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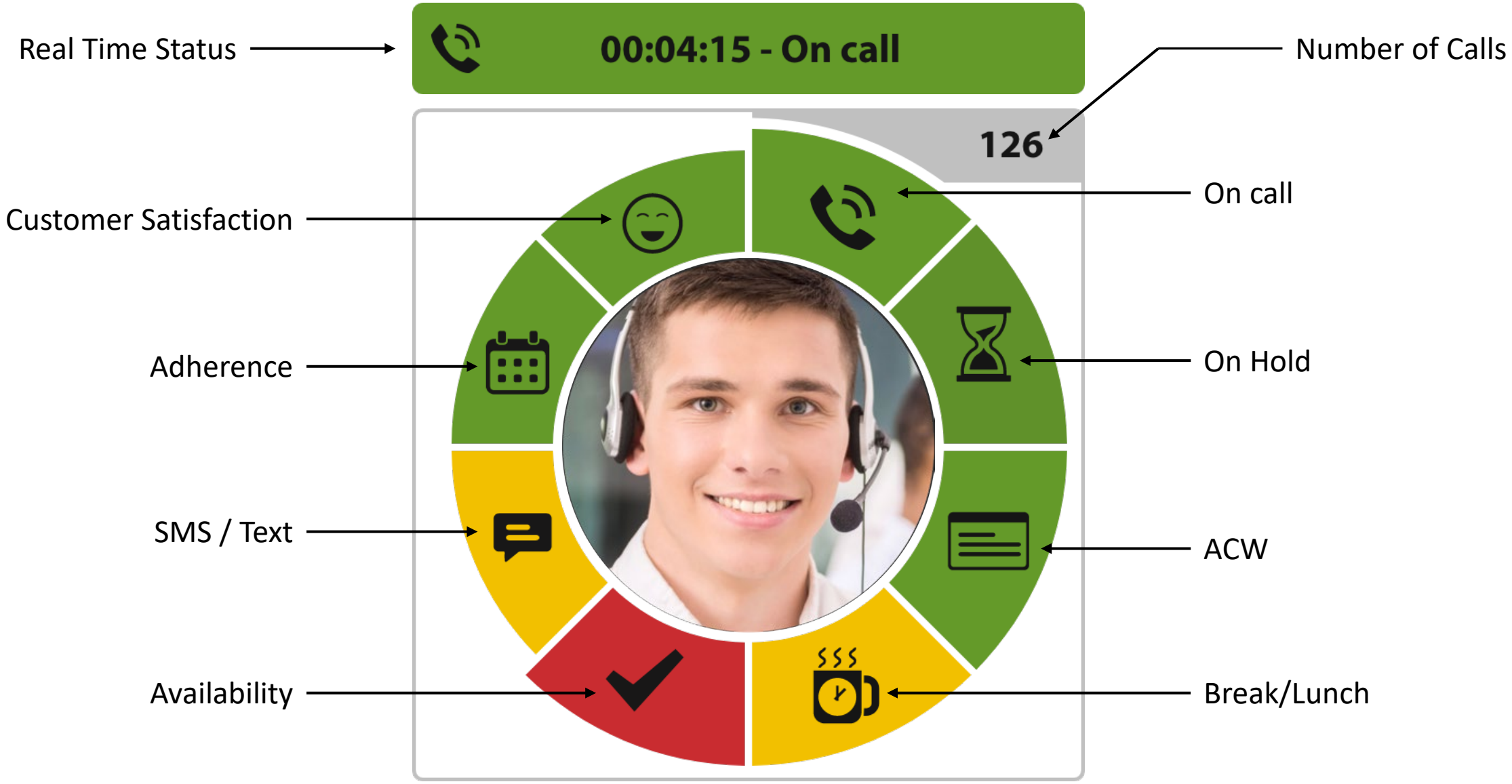
How often do your agents see their performance?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Break/Lunch

Chat

Gamification

Fixed Status Bar

- Gamification
- Broadcast Message
- Real Time Performance

NGNInsights
Tile Performance

Agents view their performance in real-time

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Putting the data with easy-to-read benchmarks in front of your agents will generate an initial performance jump in your first 90 days.

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Intuitive Supervisor and Agent Screens

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NGNCloudComm INSIGHTS

Implementation

What data do you currently track and analyze on your agents?

Work Time
from Contact Center Software

Efficiency

Sales
from CRM

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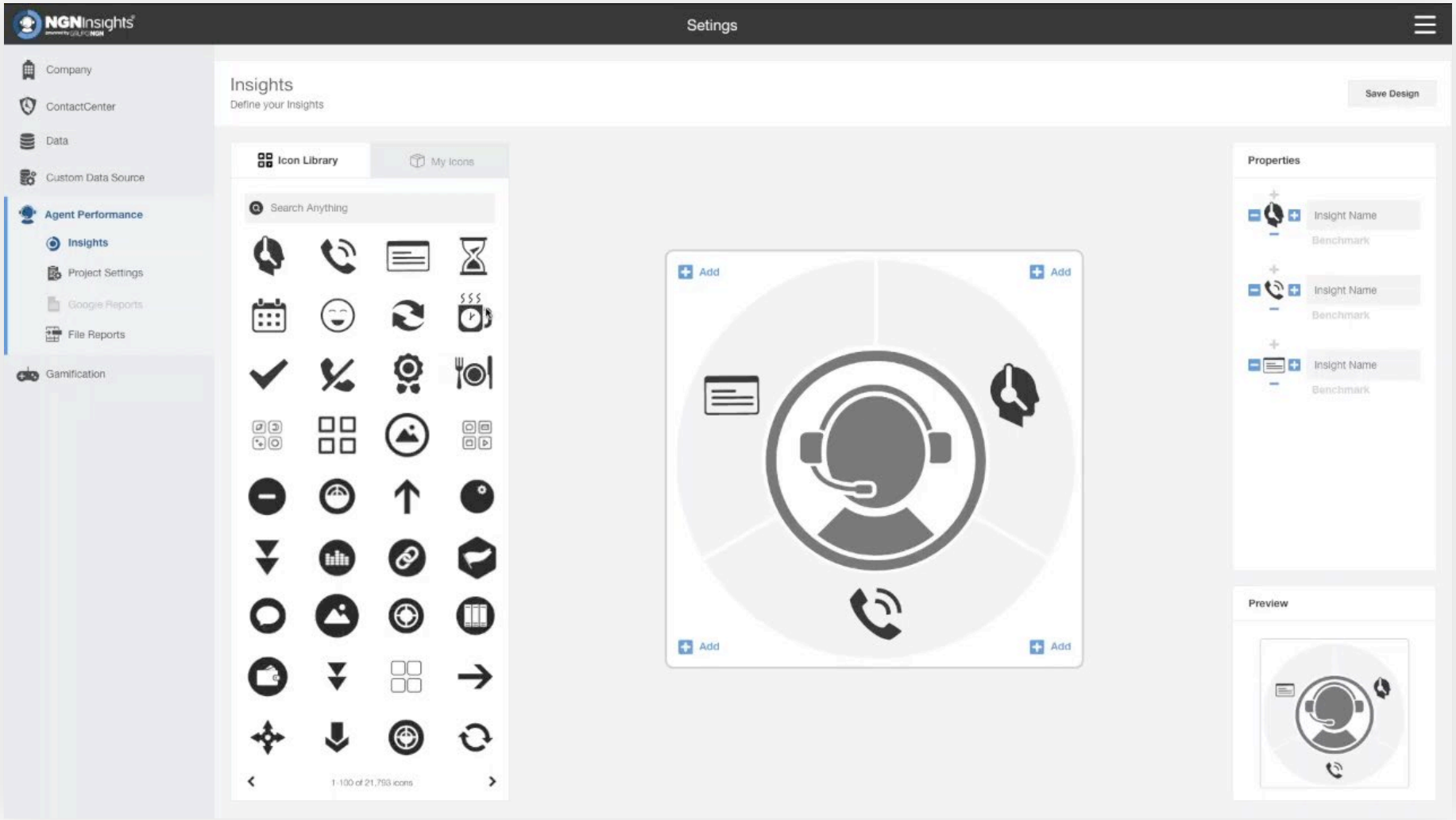
What do you want your agents to be focused on every shift?
What do you want your supervisors to be able to most quickly and easily evaluate?



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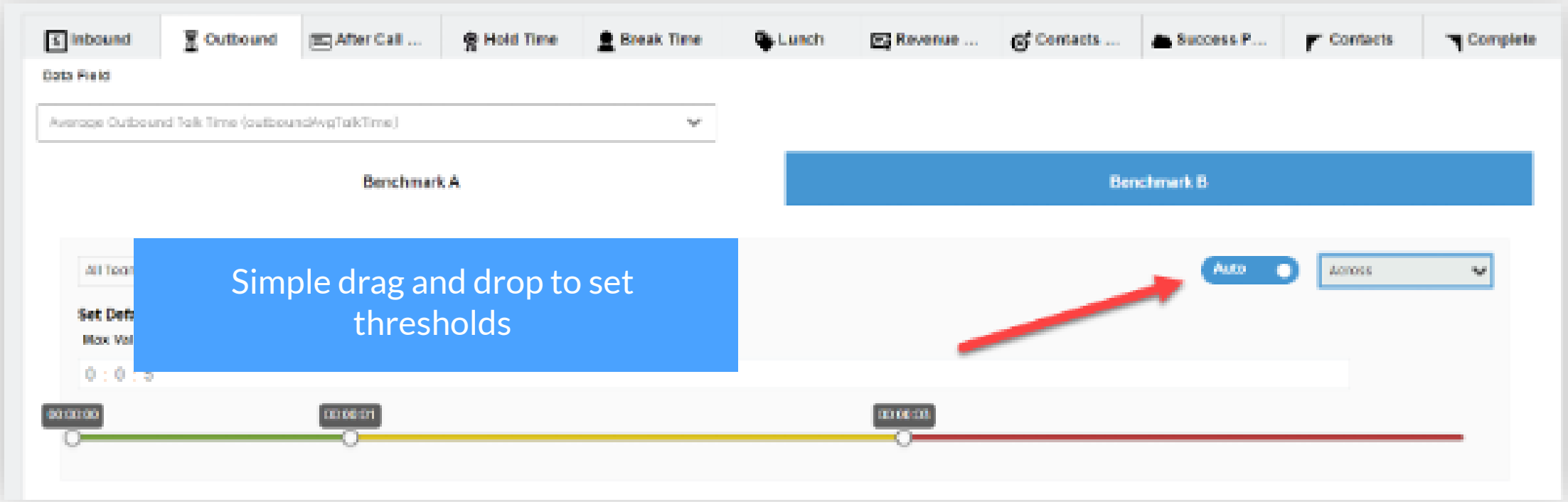
Create your **benchmarks**



Use AI benchmarks to automatically analyze the data and dynamically change benchmarks as appropriate.

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INSIGHTS

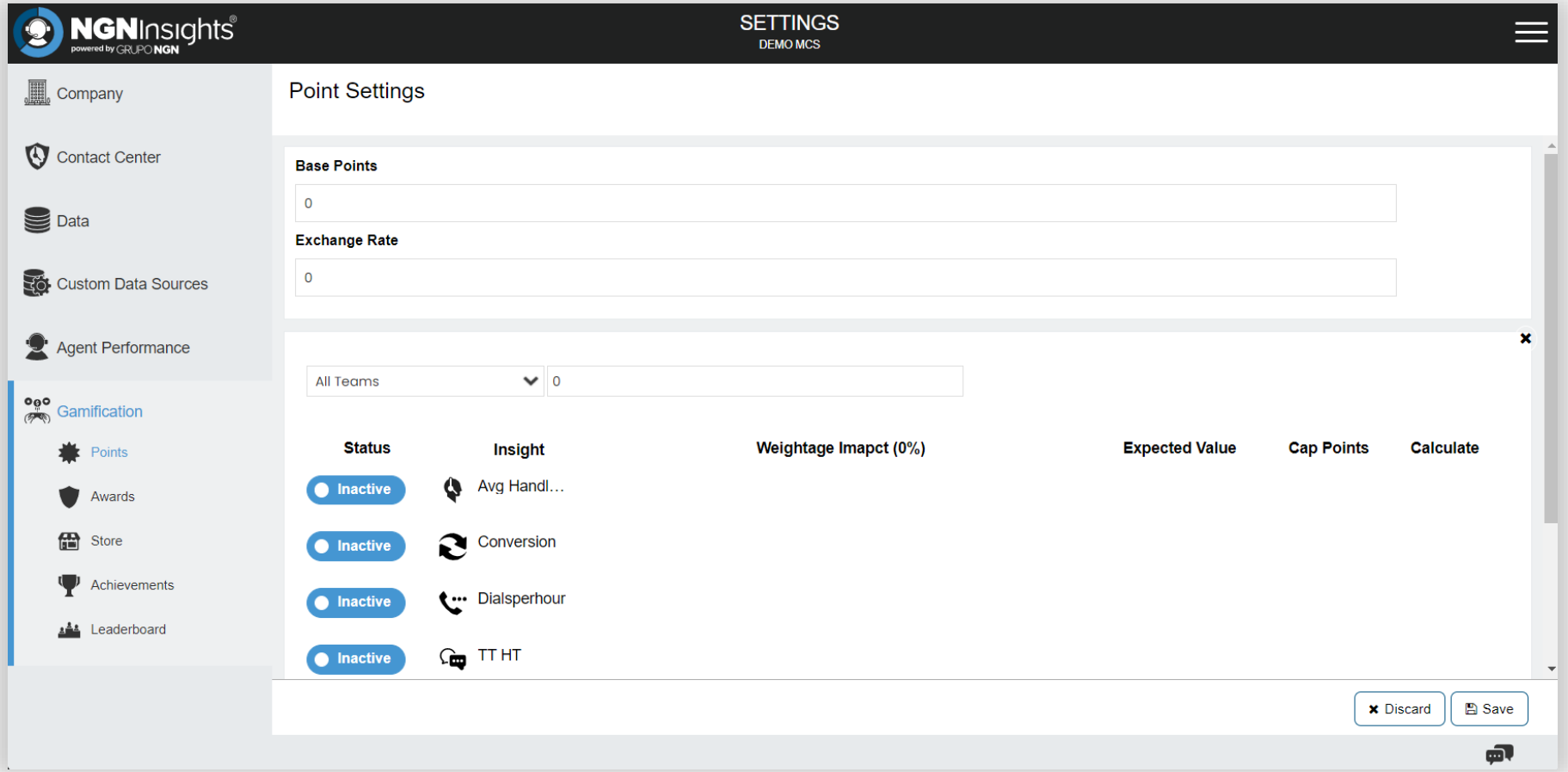
Gamification

Gamification

features can be controlled (turned on/off) by customers as needed.

While there is some overlap between features (Awards and Achievements can add points or coins) every feature can act independently when/as needed. (Ex Coins/Store)

Most Pts/Hr = Your best performing agents



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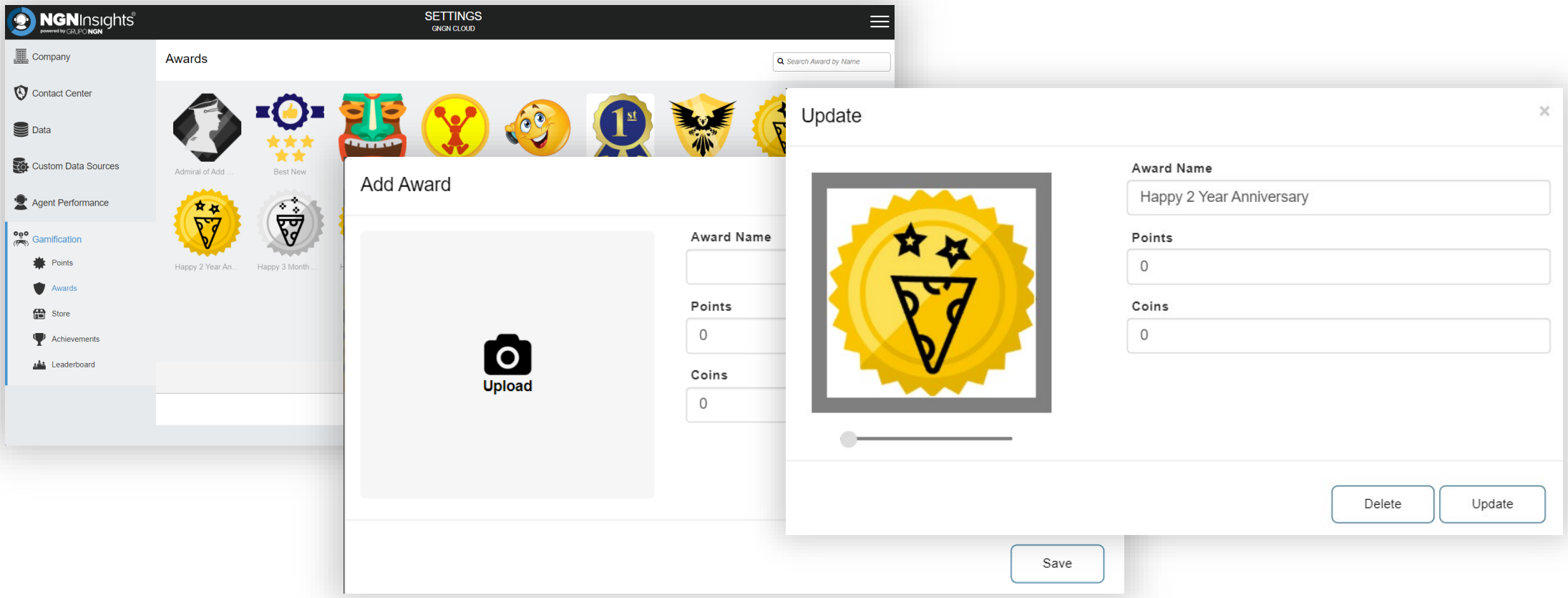
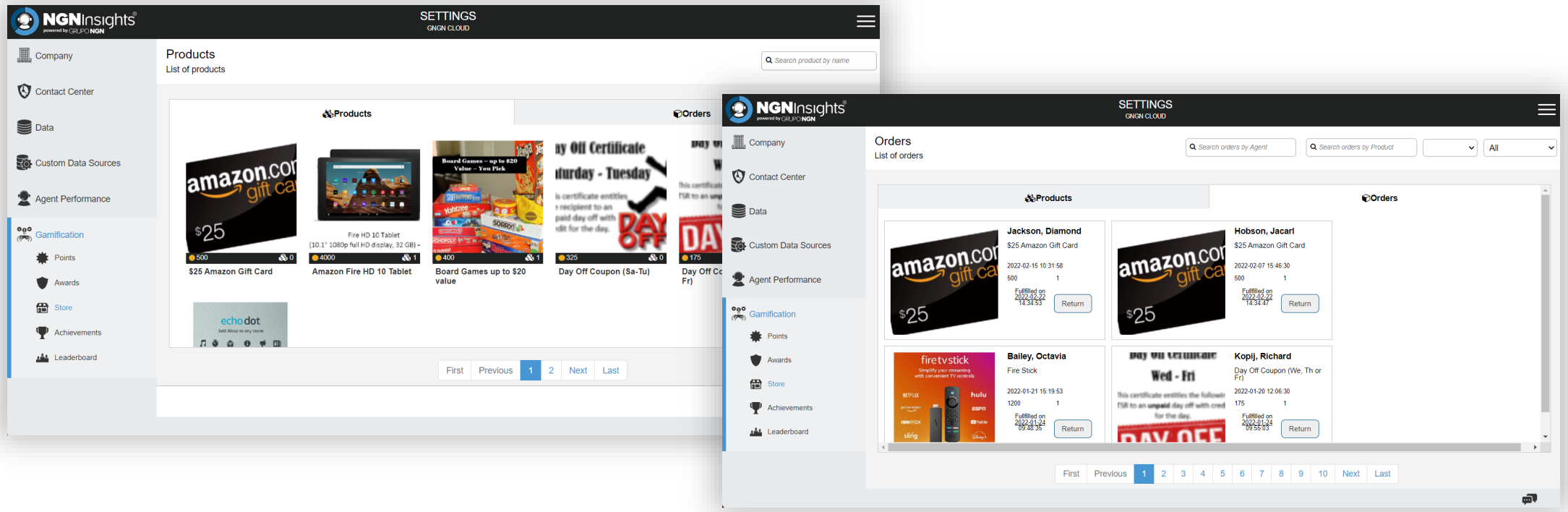
Awards are manually driven. Customers create and upload their own awards and supervisors manually give the awards to agents.



Awards can be standalone (icon and recognition only) or they can include bonus Points and/or bonus Coins.

The main way to award coins is through the Points Exchange Rate. (But is not required)
Coins can also be awarded directly via an Award or an Achievement



Store items are manually created and fulfillment is done manually and you can track stock amounts.

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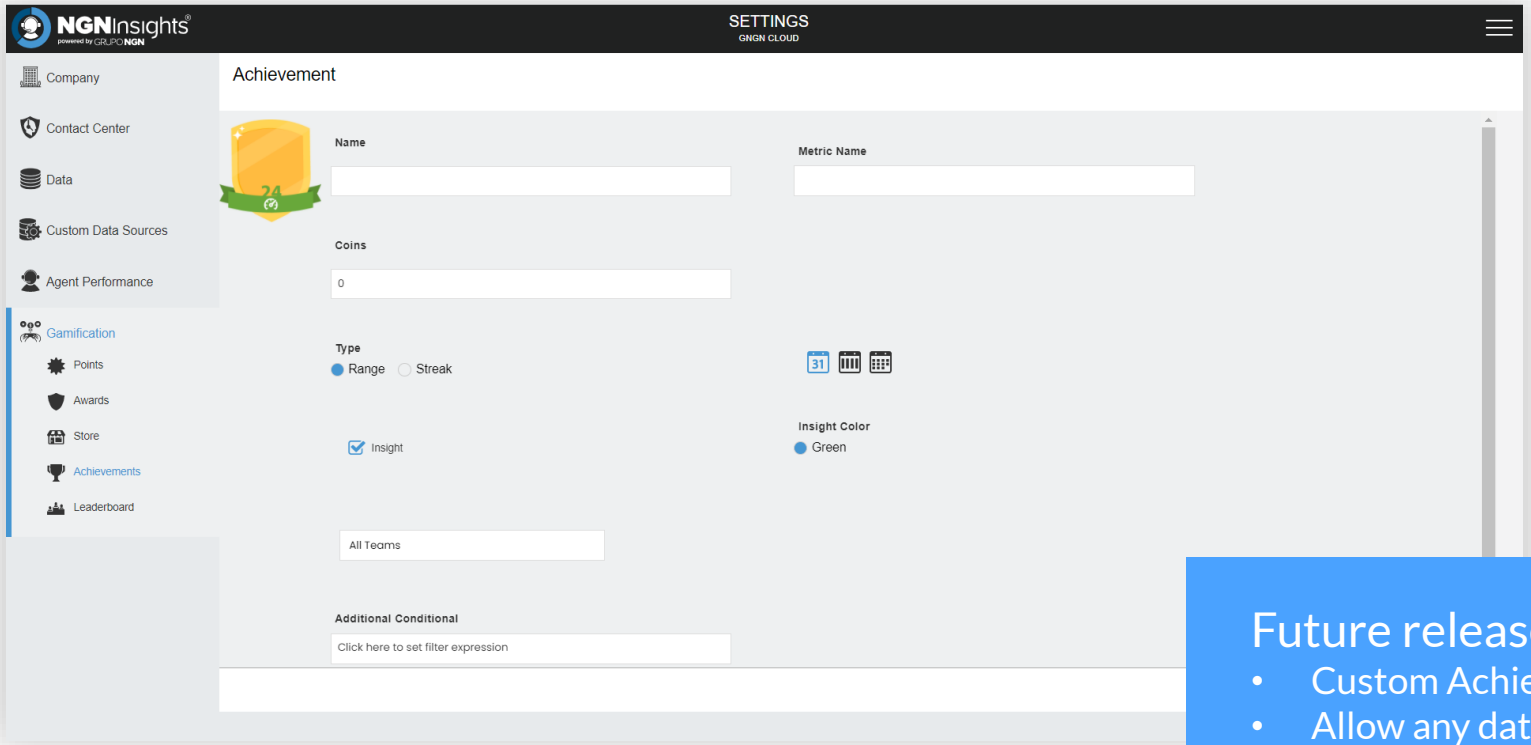
Achievements are rules-based rewards that agents are given automatically.

They are limited to the Insights on your tile.



Future release plans:

- Custom Achievement Images
- Allow any data point for an achievement

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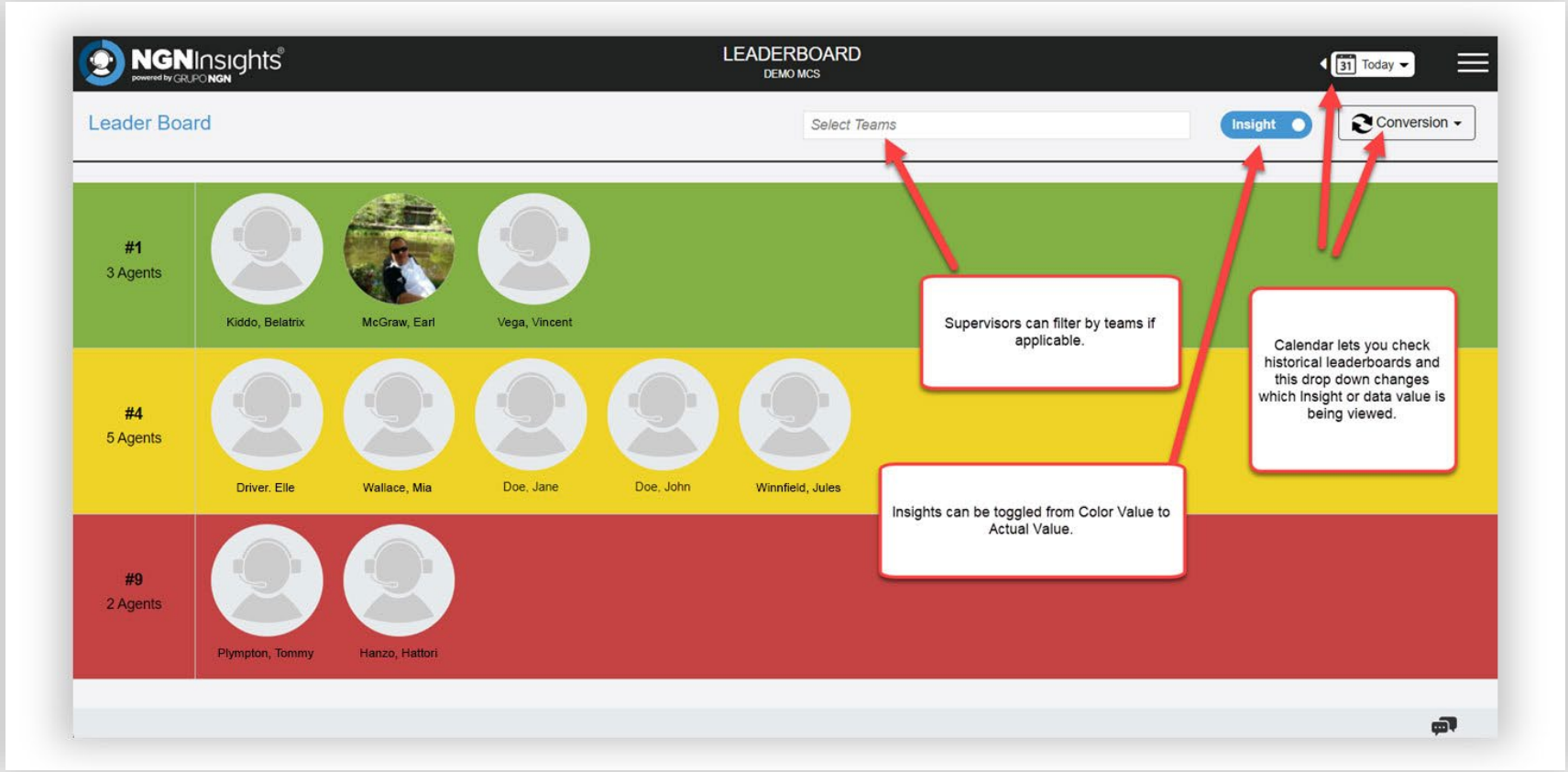
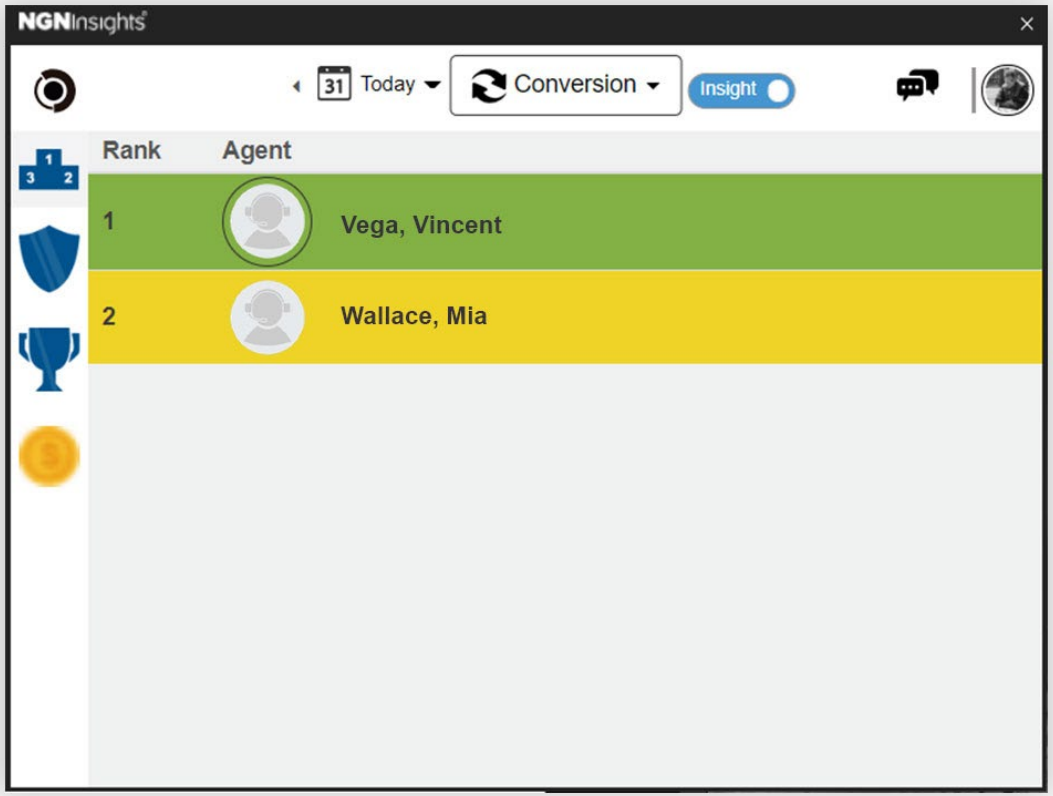
Supervisors will see all agents on the leaderboard and can choose to filter by team
(if team data point is set).



Insights on the leaderboard can be toggled to display by color or by actual value.
All other data is displayed by actual value.



If team data is set Agents will ONLY SEE their teammates on the leaderboard.

If no team data is set Agents will see all other agents on the leaderboard.

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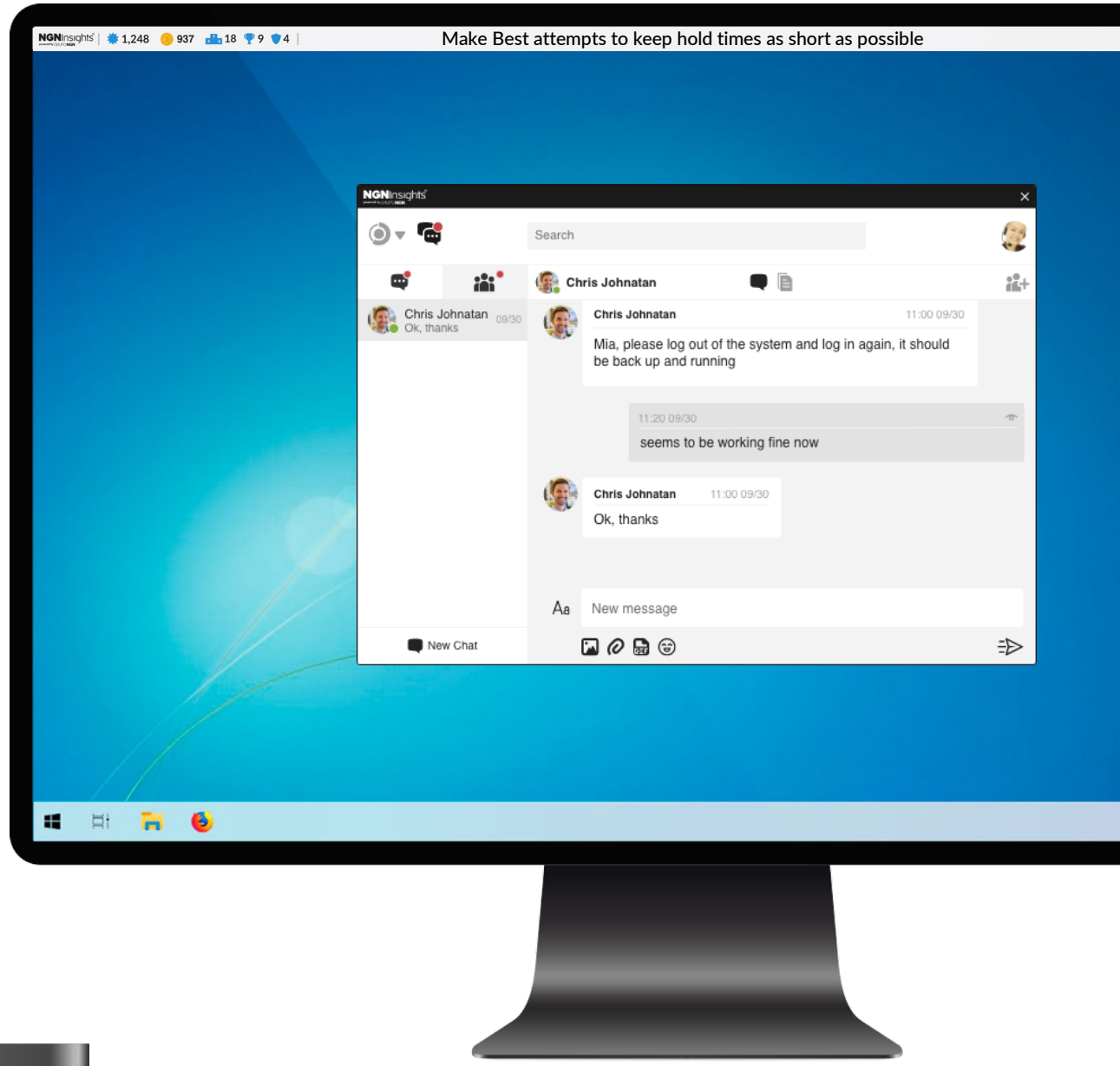
Chat designed for **Contact Centers**



Direct Message

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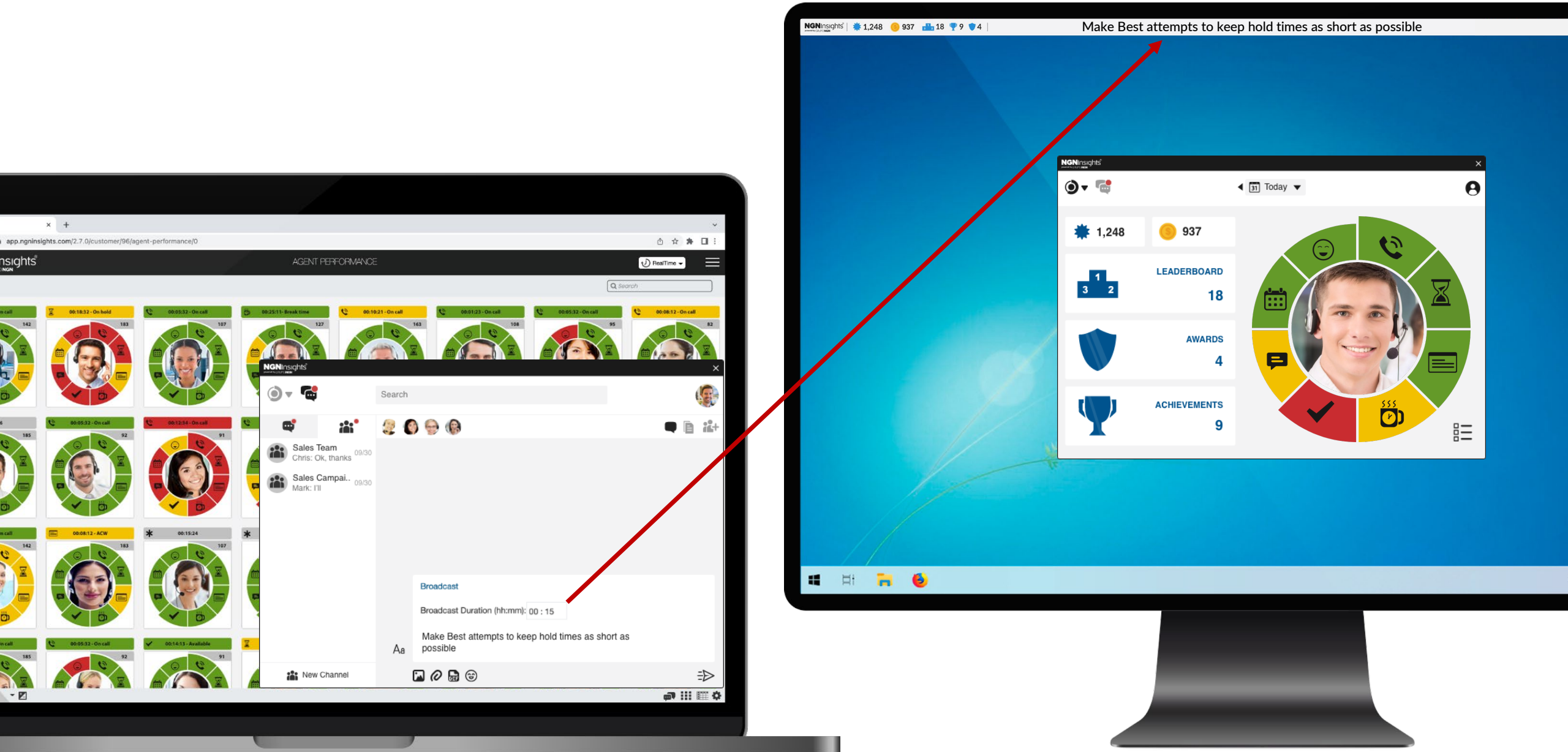

Broadcast Message

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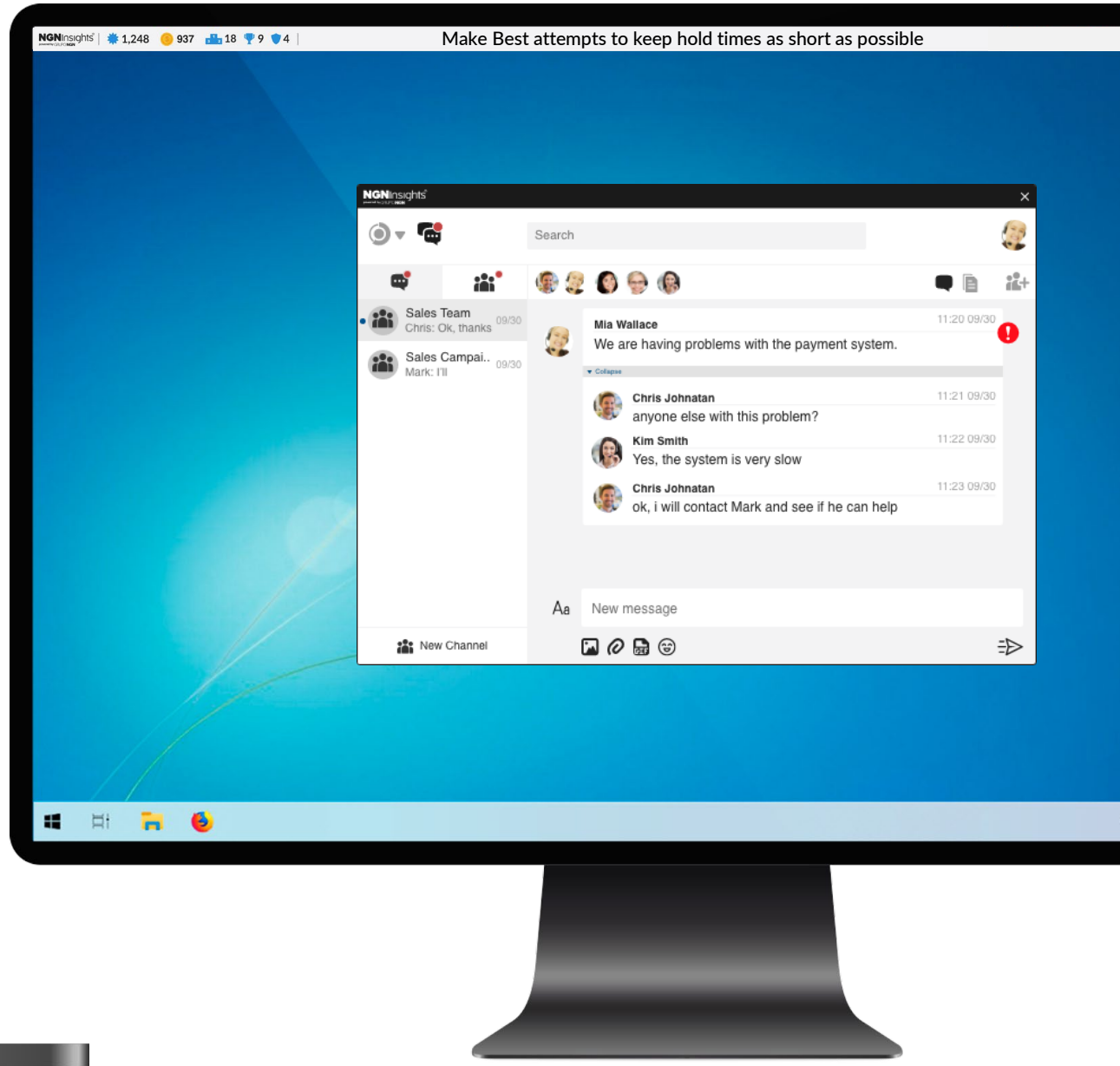

Group Chat

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Channels & Chat Rooms Based on Agent Status

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