



GRUPO NGN
COMMUNICATION THROUGH INNOVATION

Let your Imagination be
your Only Limitation



NGNCloudComm
INSIGHTS





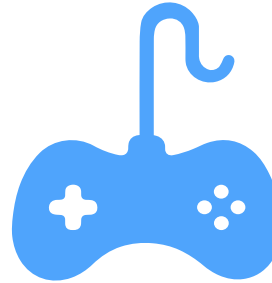
Platform was originally built for
the US Pentagon and USPS

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

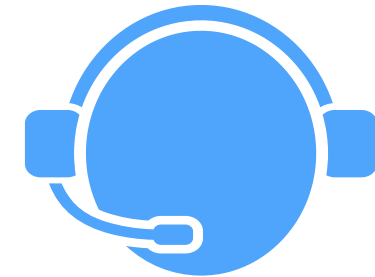
The team behind **NGN**Insights includes



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

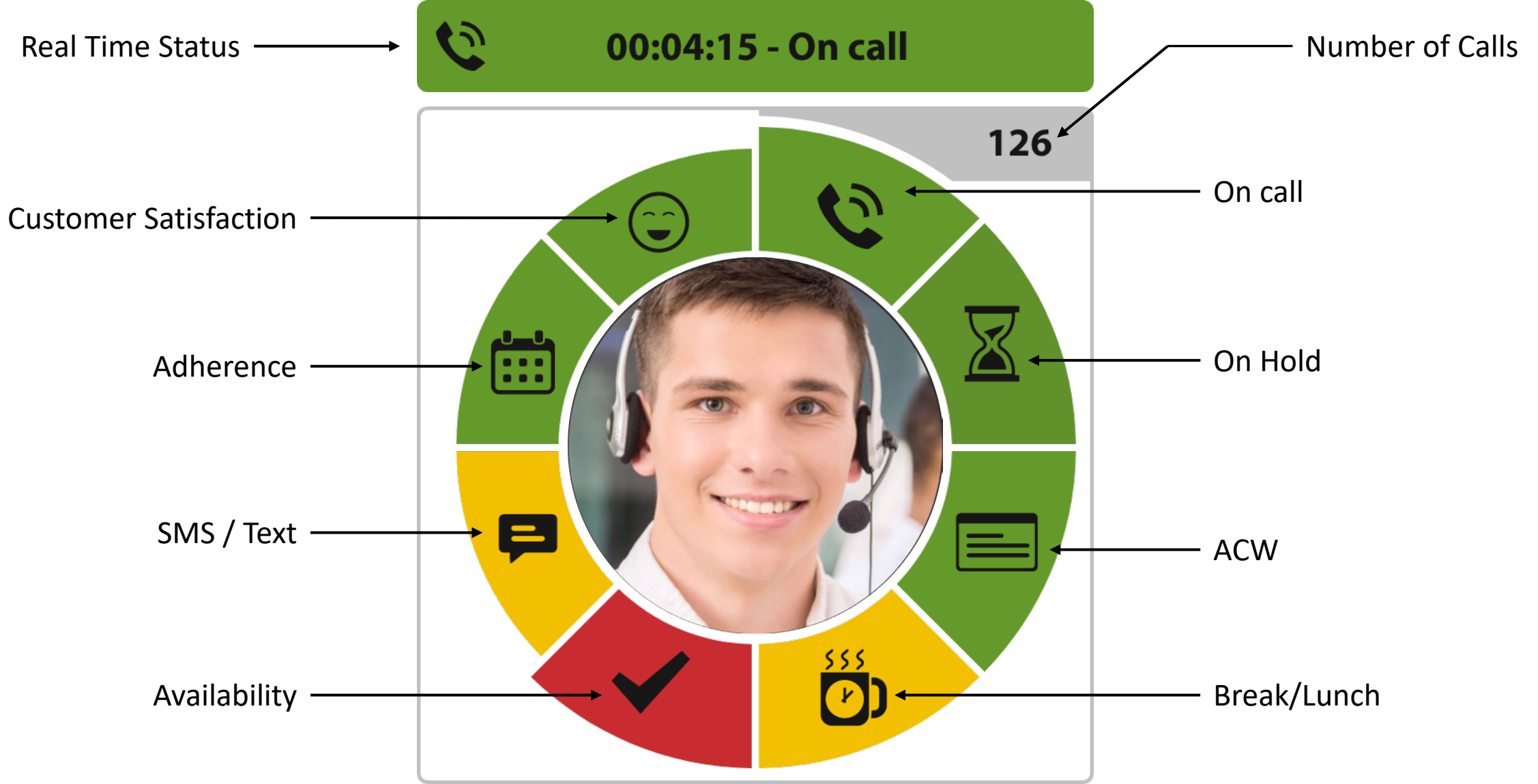


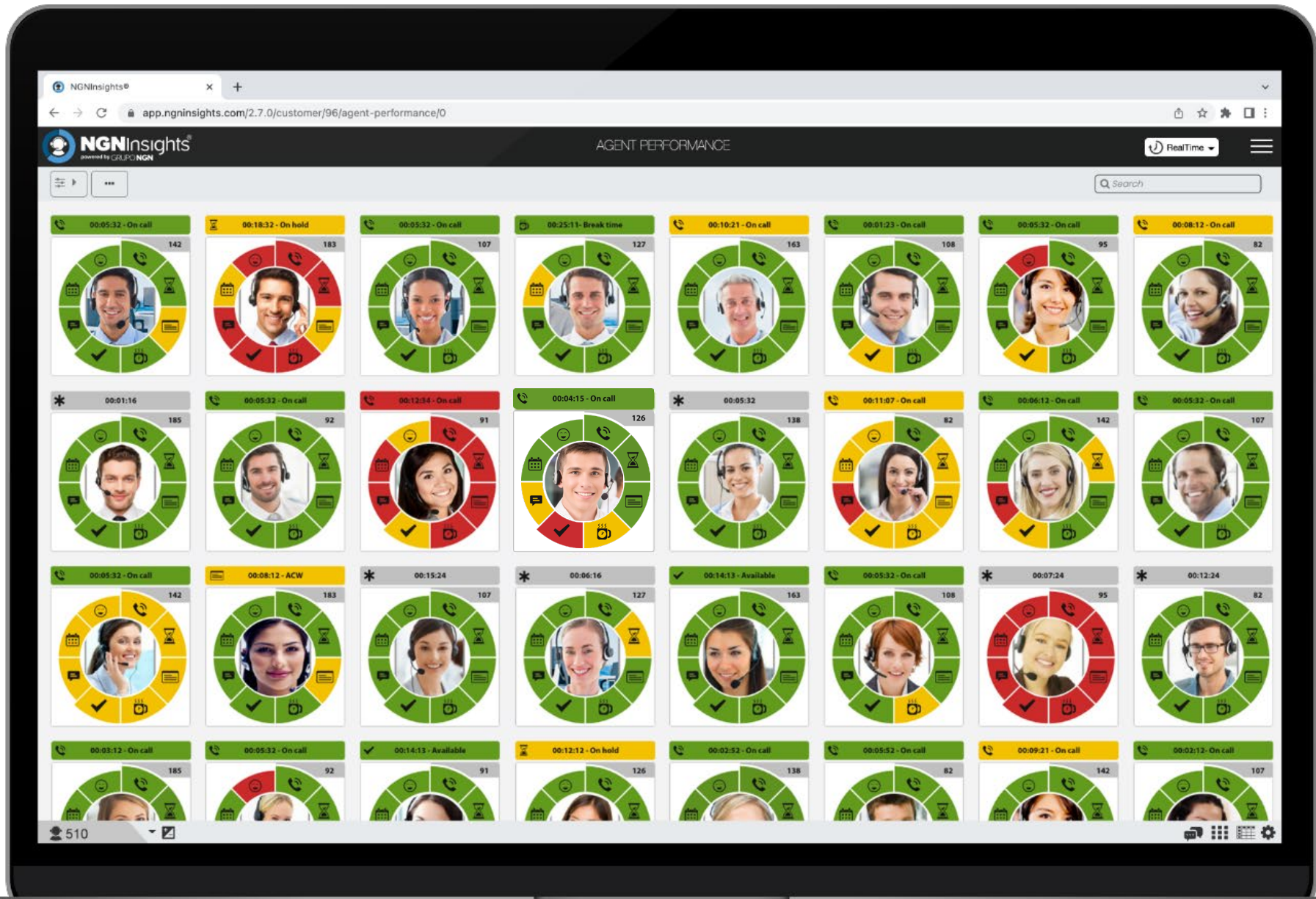
NGNCloudComm

I N S I G H T S

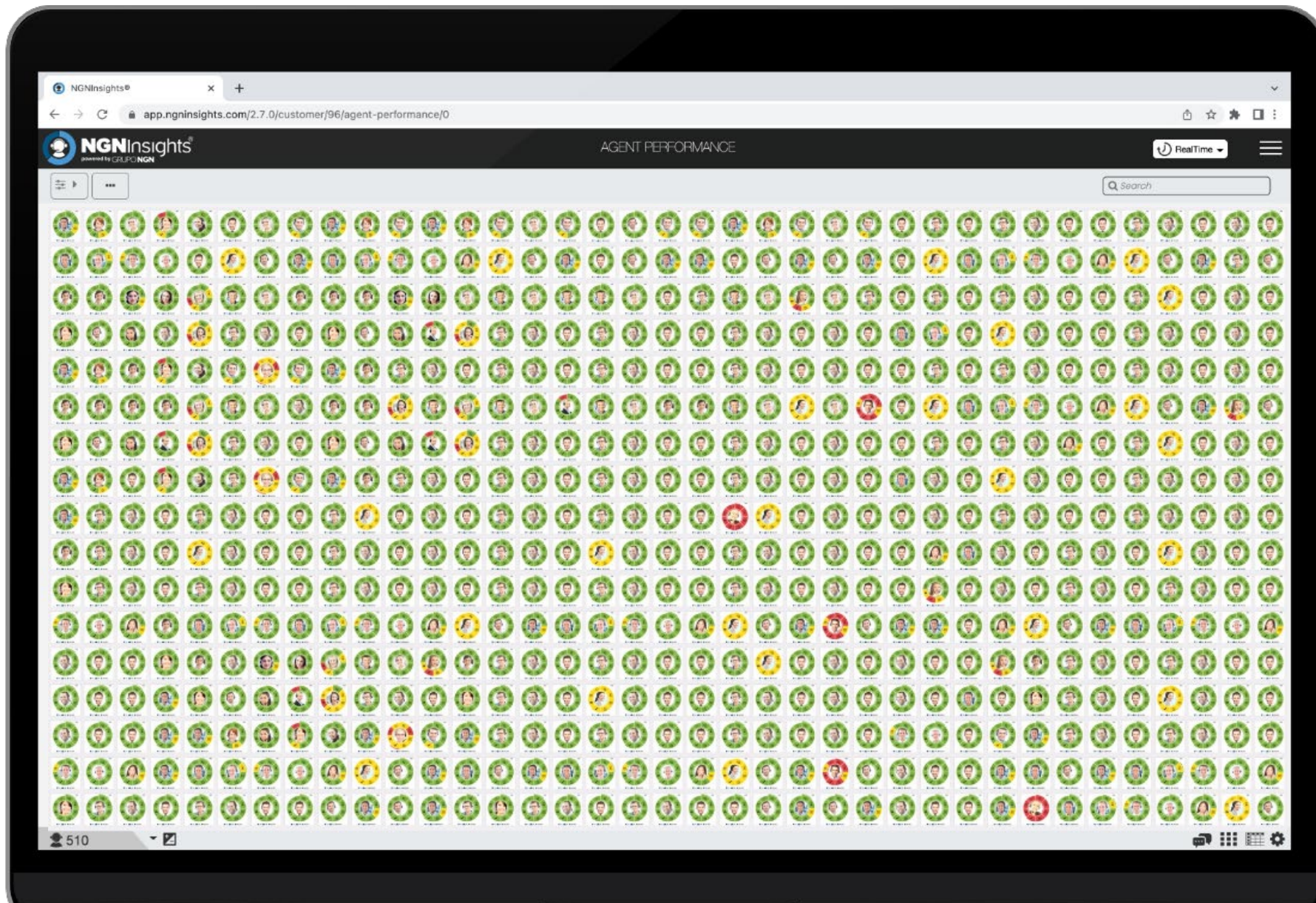


- The NGNInsights
Tile Concept





How do your supervisors currently analyze performance?

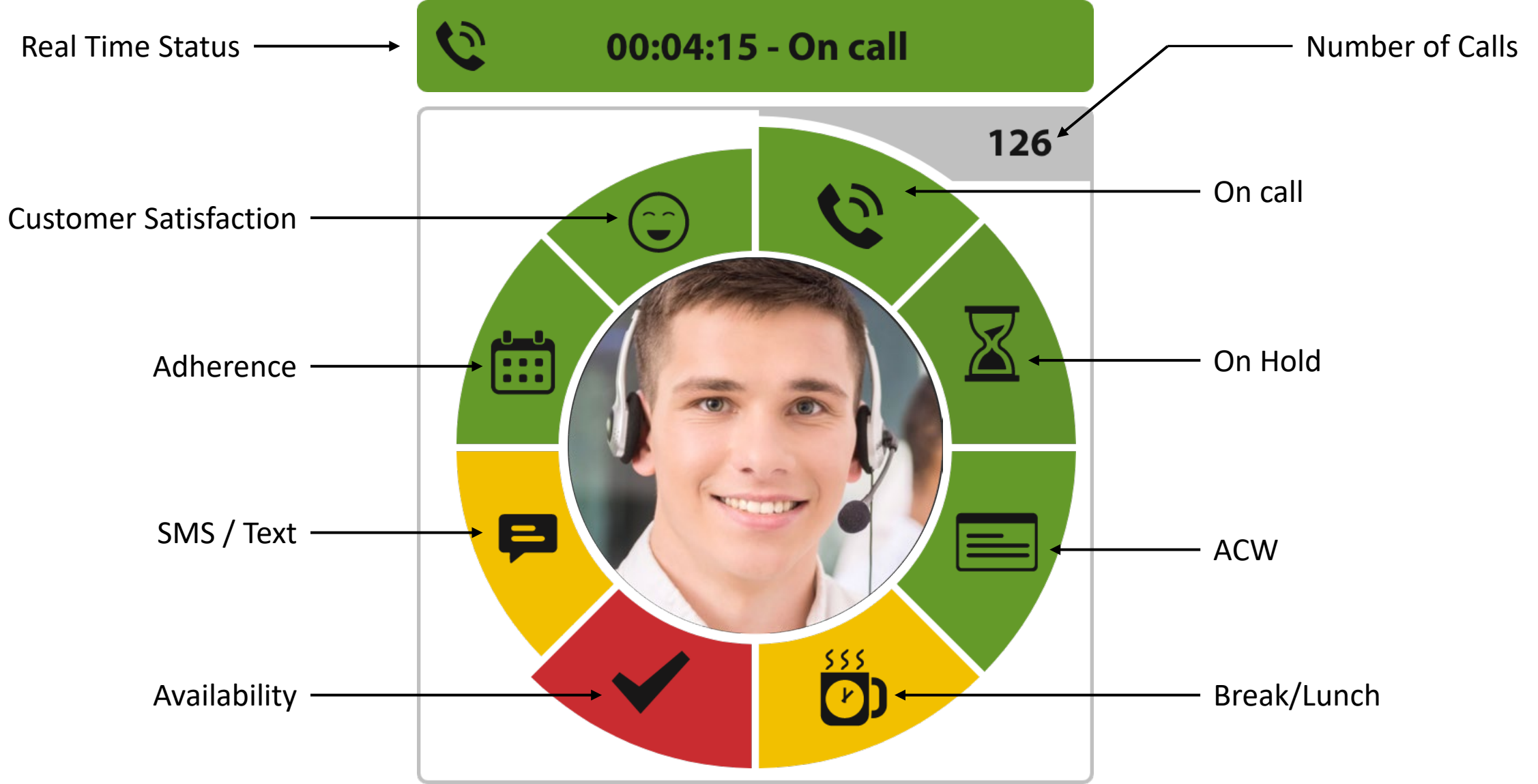


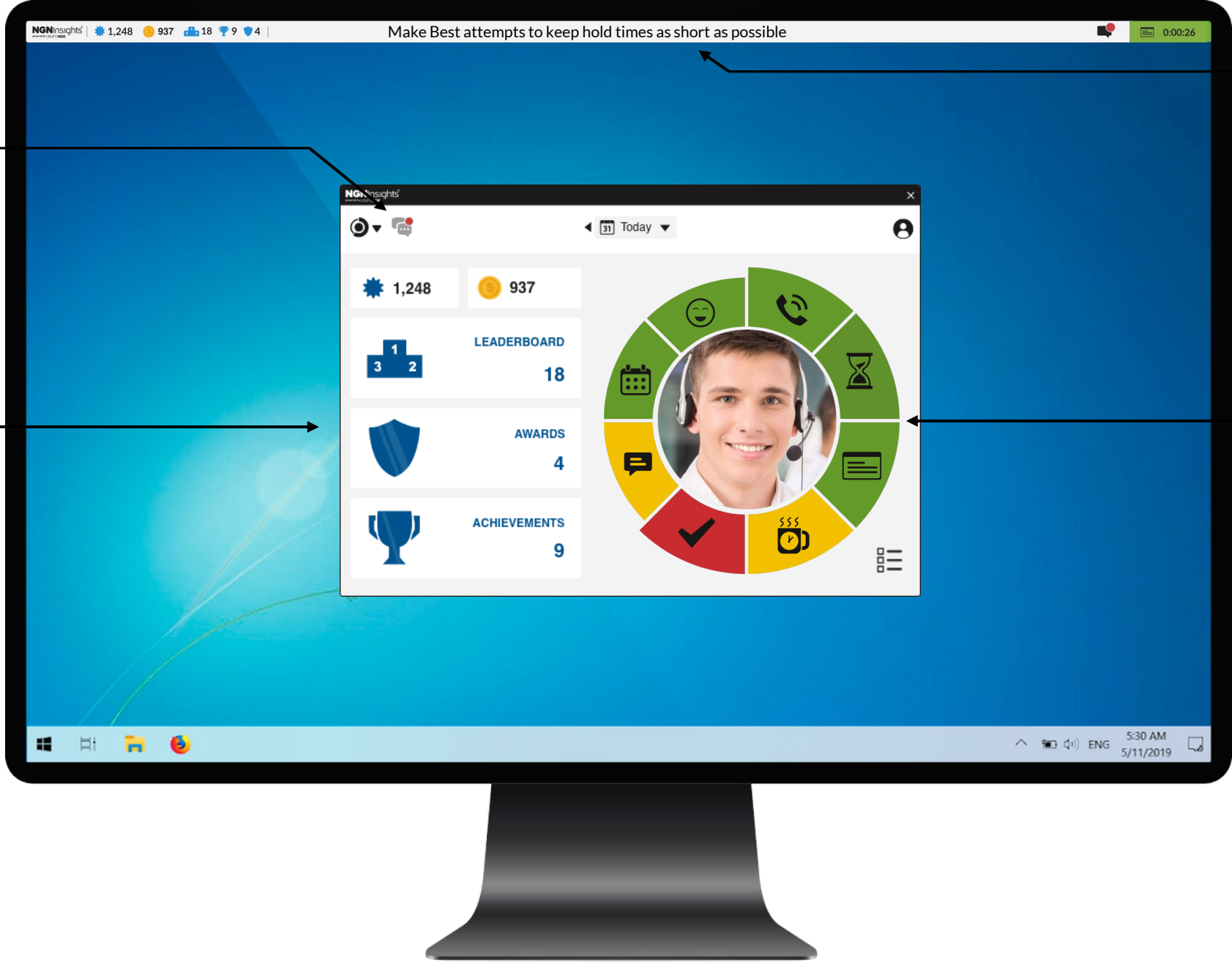
Find the bottom 5 agents out of 500



NGN CloudComm
INSIGHTS

How often do your agents see their performance?





Chat

Gamification

Fixed Status Bar

- Gamification
- Broadcast Message
- Real Time Performance

NGN Insights
Tile Performance

Agents view their performance in real-time

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





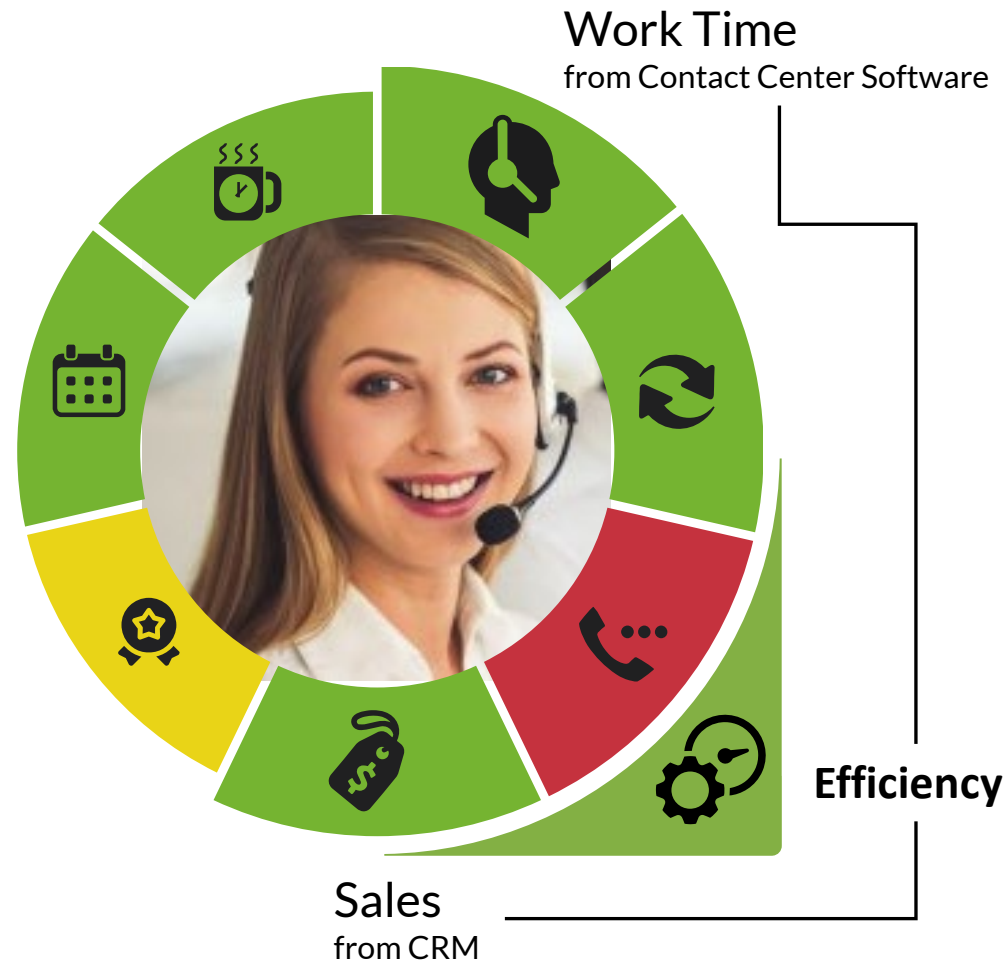
Intuitive Supervisor and Agent Screens



NGNCloudComm
I N S I G H T S

Implementation

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



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?

The screenshot shows the 'Settings' page in the NGN Insights application, specifically the 'Insights' configuration section. The interface is designed for creating a dashboard tile. On the left, a sidebar lists various settings categories: Company, ContactCenter, Data, Custom Data Source, Agent Performance (with sub-items: Insights, Project Settings, Google Reports, File Reports), and Gamification. The main area is titled 'Insights' with the subtitle 'Define your Insights'. It features an 'Icon Library' with a search bar and a grid of 21,753 icons. A central workspace shows a circular dashboard tile being designed, with a central icon of a person wearing a headset and several smaller icons (like a calendar, a smiley face, a refresh symbol, and a clock) placed around it. On the right, a 'Properties' panel allows for configuring the tile's content, showing three 'Insight Name' fields, each with a 'Benchmark' label. A 'Preview' section at the bottom right shows a smaller version of the designed tile. A 'Save Design' button is located in the top right corner of the main workspace.

Create your **benchmarks**

The screenshot displays a software interface for setting benchmarks. At the top, there is a navigation bar with tabs for various metrics: Inbound, Outbound, After Call ..., Hold Time, Break Time, Lunch, Revenue ..., Contacts ..., Success P..., Contacts, and Complete. Below this, a 'Data Field' dropdown menu is set to 'Average Outbound Talk Time (outboundAvgTalkTime)'. The main area shows a horizontal timeline with two benchmarks: 'Benchmark A' (a light blue bar) and 'Benchmark B' (a darker blue bar). A blue callout box with the text 'Simple drag and drop to set thresholds' is positioned over the timeline. To the right of the timeline, there is an 'Auto' toggle switch and a 'Across' dropdown menu. A red arrow points from the callout box towards the 'Auto' toggle. The timeline itself has three markers with values: 00:00:00, 00:08:01, and 00:09:03.

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



NGNCloudComm
I N S I G H T S

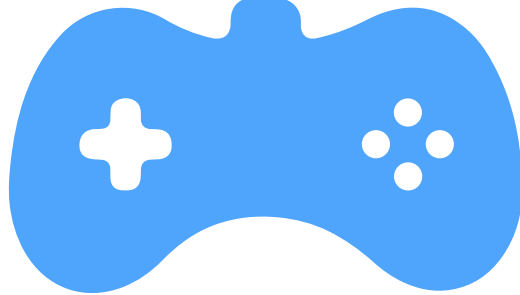
Gamification



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

NGN Insights
powered by GRUPO NGN

SETTINGS
DEMO MCS

Company

Contact Center

Data

Custom Data Sources

Agent Performance

Gamification

- Points
- Awards
- Store
- Achievements
- Leaderboard

Point Settings

Base Points
0

Exchange Rate
0

All Teams 0

Status	Insight	Weightage Impact (0%)	Expected Value	Cap Points	Calculate
Inactive	Avg Handl...				
Inactive	Conversion				
Inactive	Dialsperhour				
Inactive	TT HT				

Discard Save

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

The screenshot displays the NGN Insights Awards management interface. The main dashboard shows a grid of award icons, including 'Admiral of Add...', 'Best New', 'Happy 2 Year An...', and 'Happy 3 Month...'. Two modals are open: 'Add Award' and 'Update'. The 'Add Award' modal features an 'Upload' button and input fields for 'Award Name', 'Points', and 'Coins'. The 'Update' modal shows a selected award icon and input fields for 'Award Name' (Happy 2 Year Anniversary), 'Points' (0), and 'Coins' (0). Buttons for 'Delete', 'Update', and 'Save' are visible.

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

Products
List of products

Product	Points	Stock
\$25 Amazon Gift Card	500	0
Amazon Fire HD 10 Tablet (10.1" 1080p full HD display, 32 GB)	4000	1
Board Games - up to \$20 Value - You Pick	400	1
Day Off Coupon (Sa-Tu)	325	0
Day Off Coupon (Fr)	175	0

Orders
List of orders

Recipient	Product	Fulfilled on	Return
Jackson, Diamond	\$25 Amazon Gift Card	2022-02-15 10:31:58	Return
Hobson, Jacarl	\$25 Amazon Gift Card	2022-02-07 15:46:30	Return
Bailey, Octavia	Fire Stick	2022-01-21 15:19:53	Return
Kopij, Richard	Day Off Coupon (We, Th or Fr)	2022-01-20 12:06:30	Return

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

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

They are limited to the Insights on your tile.

The screenshot displays the 'Achievement' configuration interface in the NGN Insights system. The interface includes a sidebar with navigation options: Company, Contact Center, Data, Custom Data Sources, Agent Performance, Gamification (selected), Points, Awards, Store, Achievements, and Leaderboard. The main form fields are:

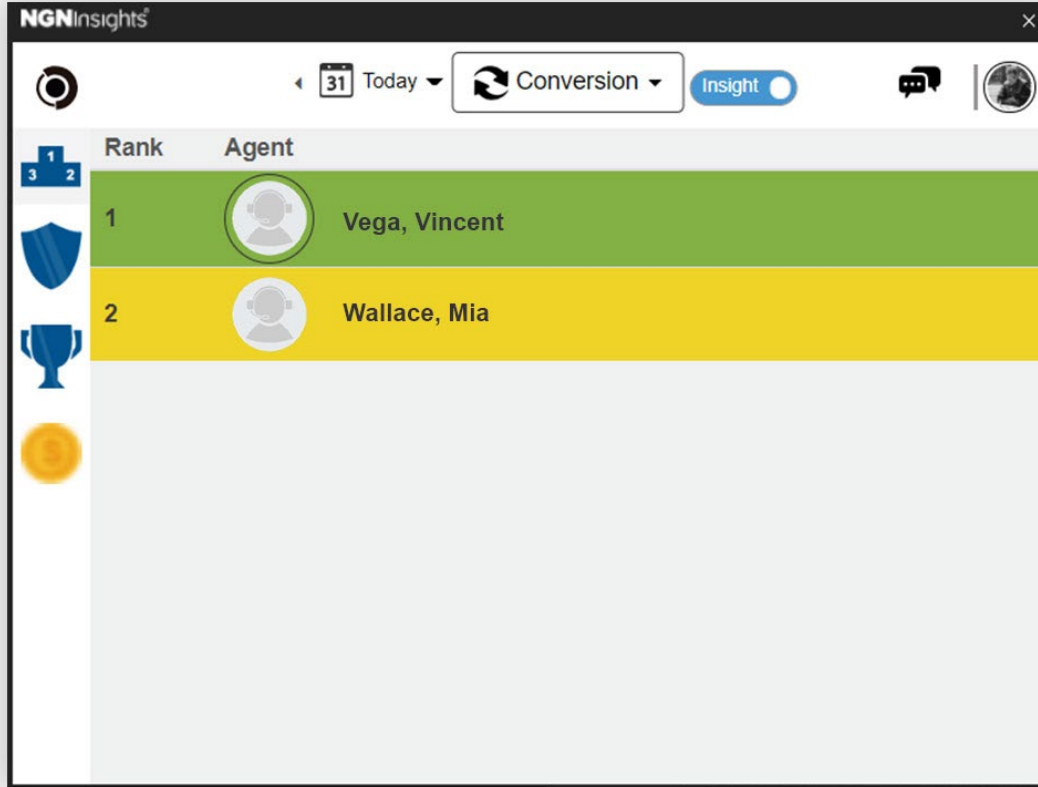
- Name:** A text input field.
- Metric Name:** A text input field.
- Coins:** A text input field with the value '0'.
- Type:** Radio buttons for 'Range' (selected) and 'Streak'.
- Insight:** A checked checkbox.
- Insight Color:** A radio button for 'Green'.
- Additional Conditional:** A text input field with the placeholder 'Click here to set filter expression'.

- Future release plans:
- Custom Achievement Images
 - Allow any data point for an achievement

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

The screenshot shows the NGN Insights Leaderboard interface. At the top, there is a header with the NGN Insights logo, the text "LEADERBOARD DEMO MCS", and a date selector set to "Today". Below the header, there is a "Leader Board" title and a "Select Teams" dropdown menu. To the right of the dropdown are two buttons: "Insight" (with a toggle switch) and "Conversion" (with a refresh icon). The main content area is divided into three horizontal sections, each representing a team. The top section is green and labeled "#1 3 Agents", featuring three agent profiles: Kiddo, Belatrix; McGraw, Earl; and Vega, Vincent. The middle section is yellow and labeled "#4 5 Agents", featuring five agent profiles: Driver, Elle; Wallace, Mia; Doe, Jane; Doe, John; and Winnfield, Jules. The bottom section is red and labeled "#9 2 Agents", featuring two agent profiles: Plympton, Tommy; and Hanzo, Hattori. Three callout boxes with red arrows point to specific features: one points to the "Select Teams" dropdown with the text "Supervisors can filter by teams if applicable."; another points to the "Insight" button with the text "Insights can be toggled from Color Value to Actual Value."; and a third points to the "Conversion" button with the text "Calendar lets you check historical leaderboards and this drop down changes which Insight or data value is being viewed.".

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



The screenshot shows the NGN Insights interface with a leaderboard. The top navigation bar includes a calendar icon for '31 Today', a 'Conversion' dropdown menu, and an 'Insight' toggle switch. The leaderboard table has two columns: 'Rank' and 'Agent'. The first row is highlighted in green and shows Rank 1 for 'Vega, Vincent'. The second row is highlighted in yellow and shows Rank 2 for 'Wallace, Mia'. To the left of the table are icons for a podium (3, 1, 2), a shield, a trophy, and a gold coin.

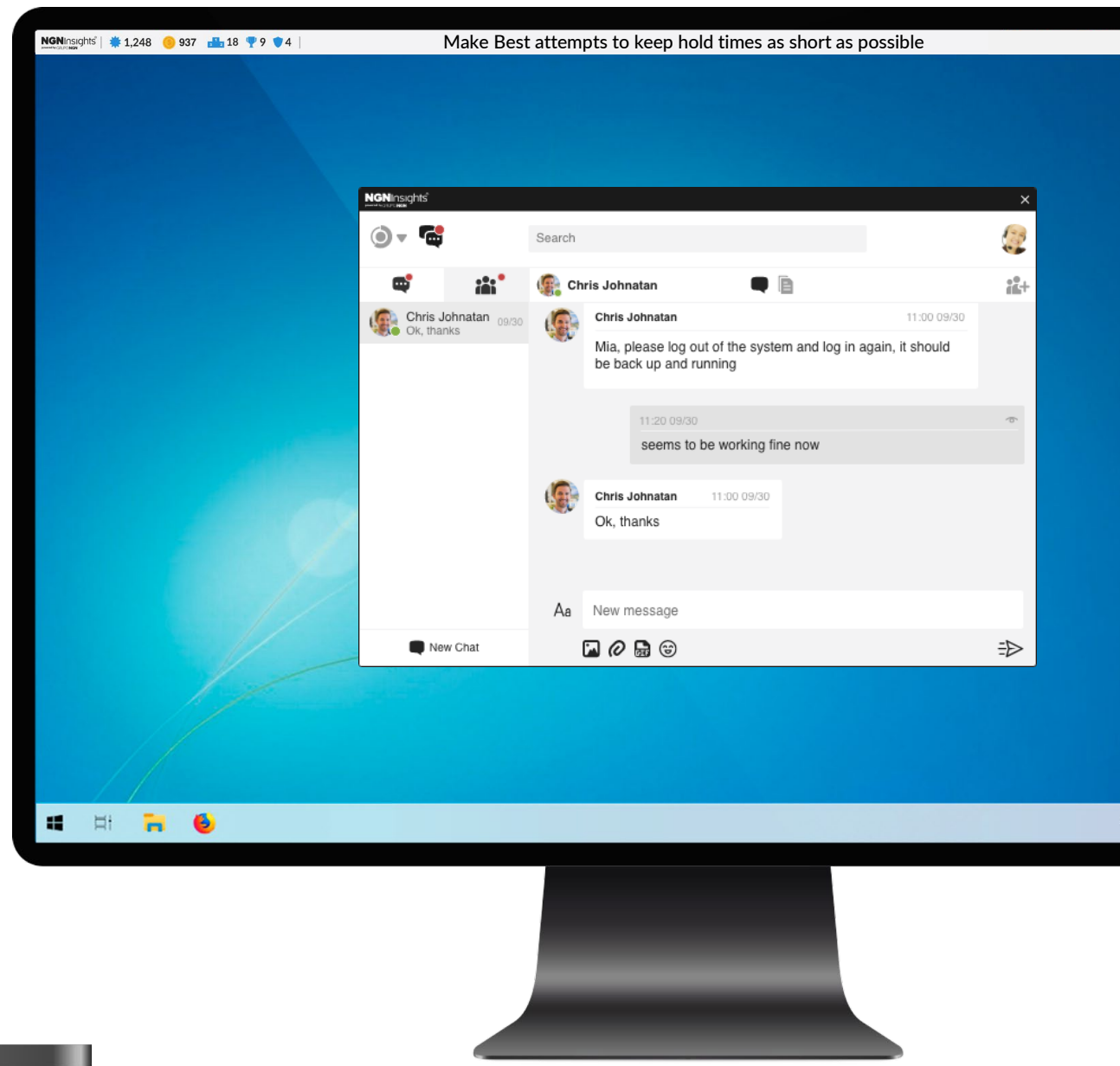
Rank	Agent
1	Vega, Vincent
2	Wallace, Mia

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

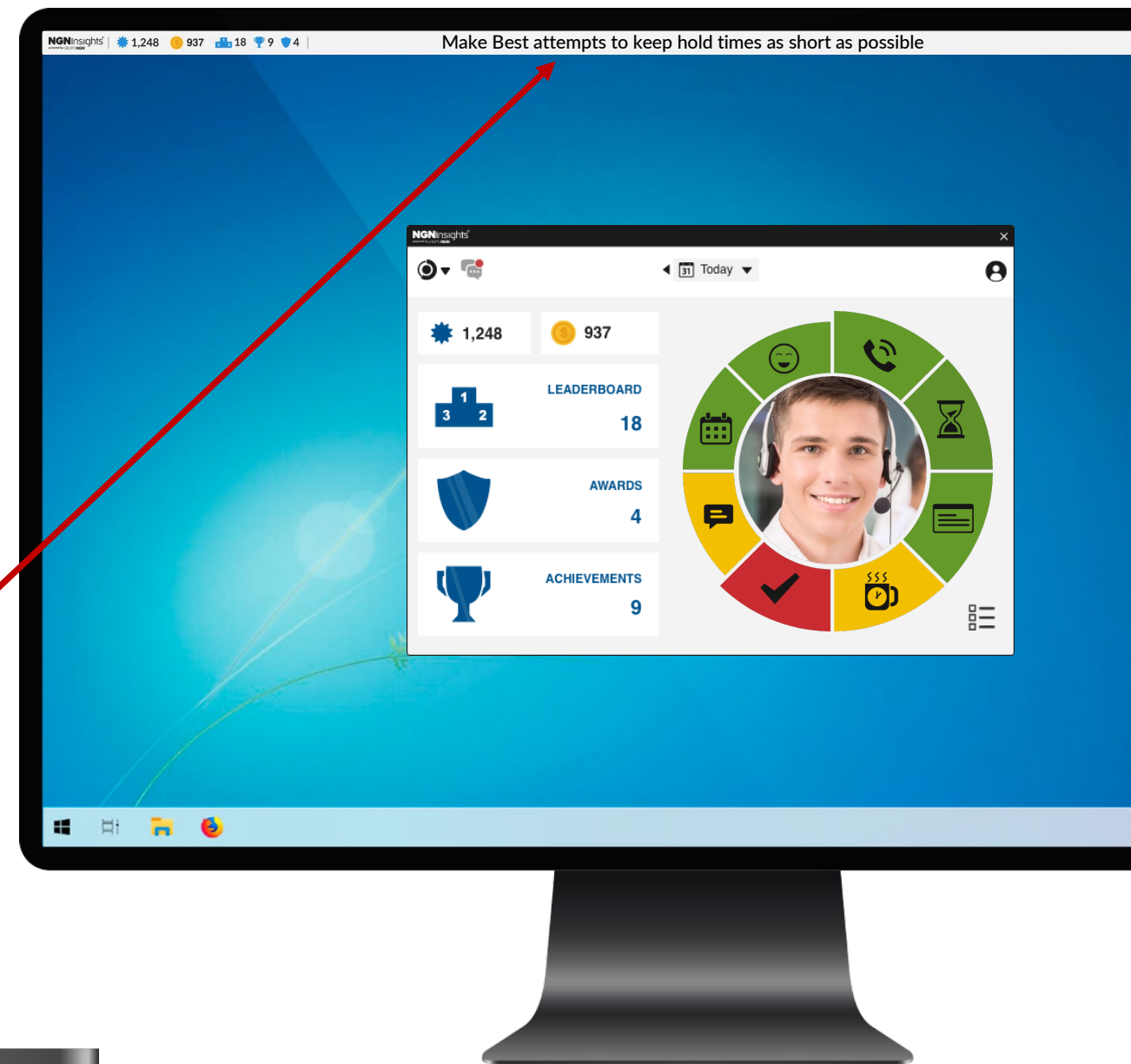
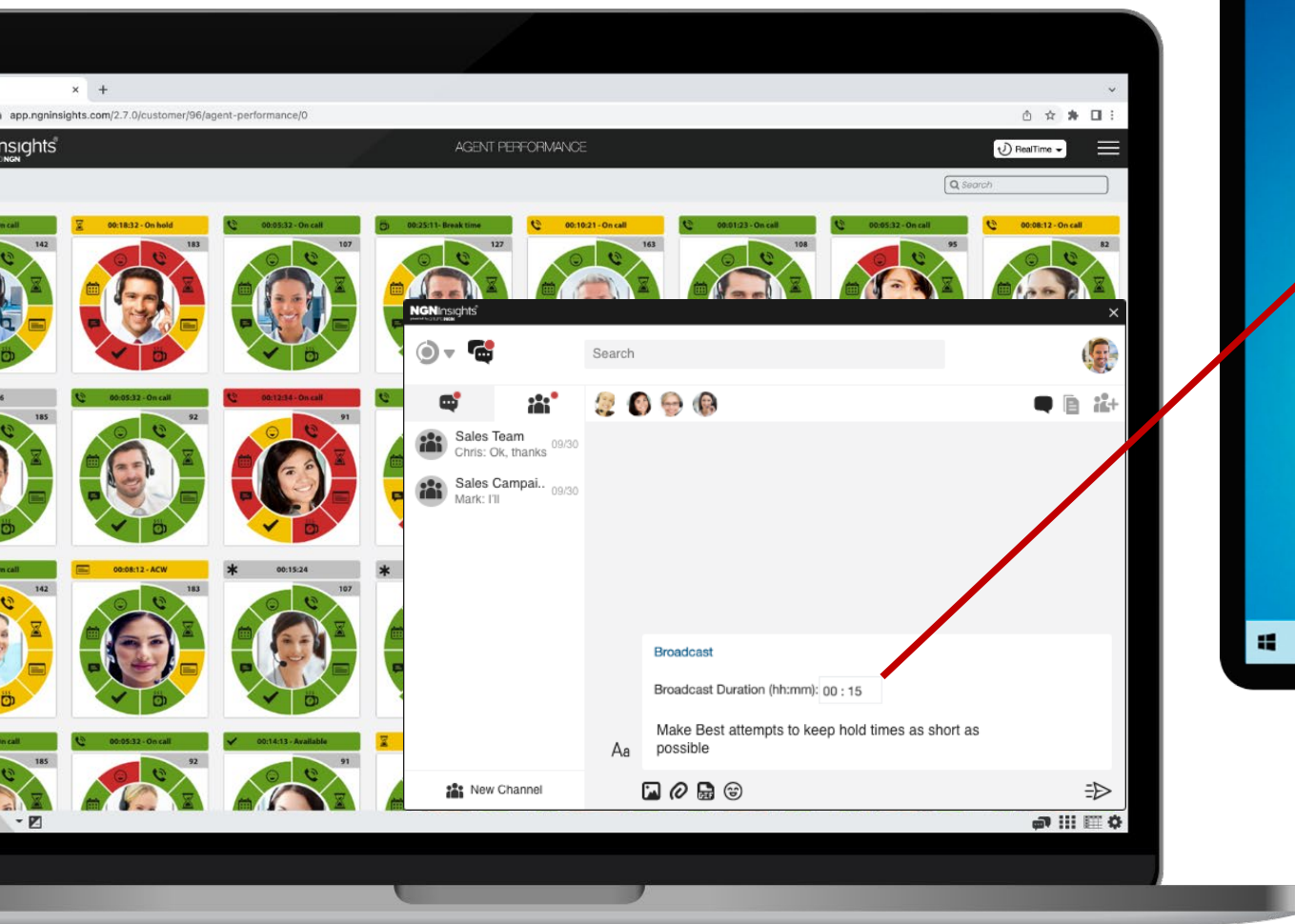
If no team data is set Agents will see all other agents on the leaderboard.



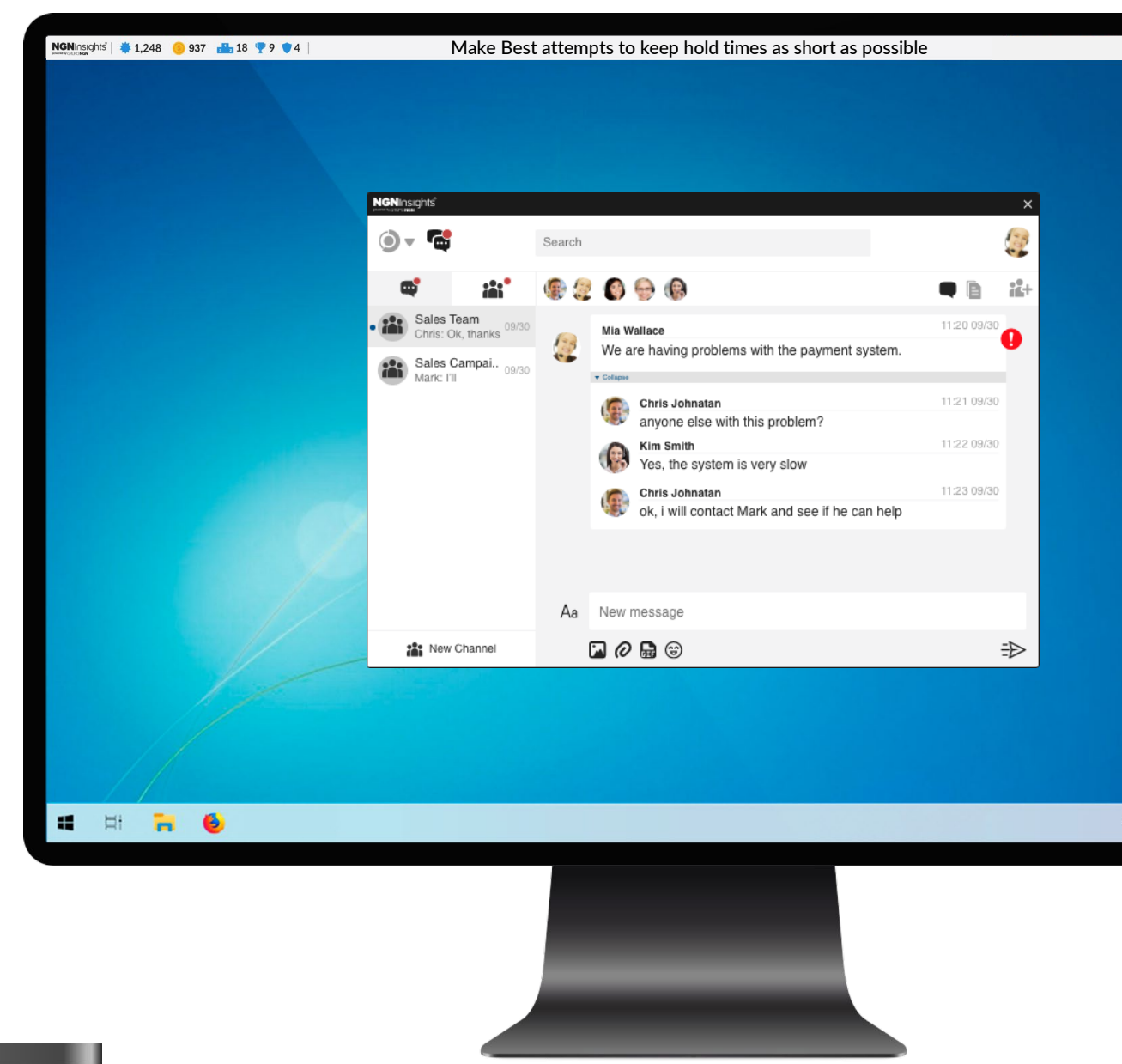
Chat designed for
Contact Centers

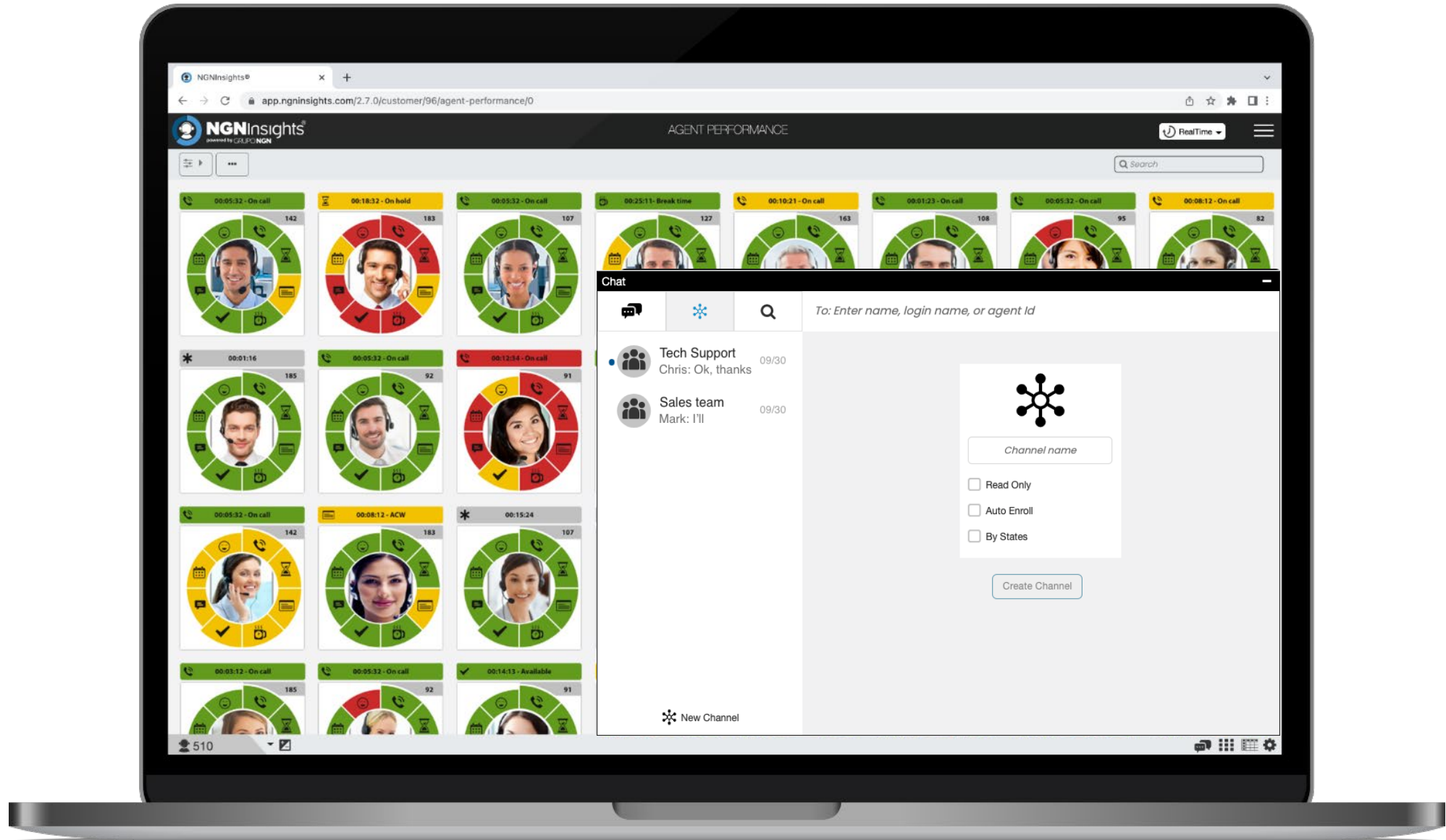


Direct Message



Broadcast Message





Channels & Chat Rooms Based on Agent Status