



Adaptive WFO Transformation

from

**EMPLOYEE
MEASUREMENT**



To

**EMPLOYEE
ENGAGEMENT**



Adaptive WFO brings to life the employee persona and leverages it to empower and drive better performance while improving satisfaction and alignment to the organizational goals

Employee Persona M.A.P.



ADAPT all processes around the employee to empower and drive better performance



CREATE COMPREHENSIVE PROFILE BASED ON:

- **METRICS**
 - AHT
 - FCR
 - CSAT
 - Adherence
- **ATTRIBUTES**
 - Knowledgeable
 - Proactive
 - Empathetic
 - Patient
 - Influential
- **PREFERENCES**
 - Morning person
 - Tech savvy
 - Promotion to specialist
 - Work from home

Analytics & Adaptive WFO



Multiple sources of data



Customer Feedback



Desktop Analytics



Social



Interaction Analytics



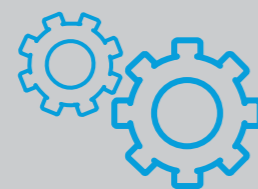
Quality Management



Performance Management



CTI



Preferences

Employee Persona M.A.P



Personalized Process

RECRUITING

ON BOARDING

COACHING

SCHEDULING

IMPROVING