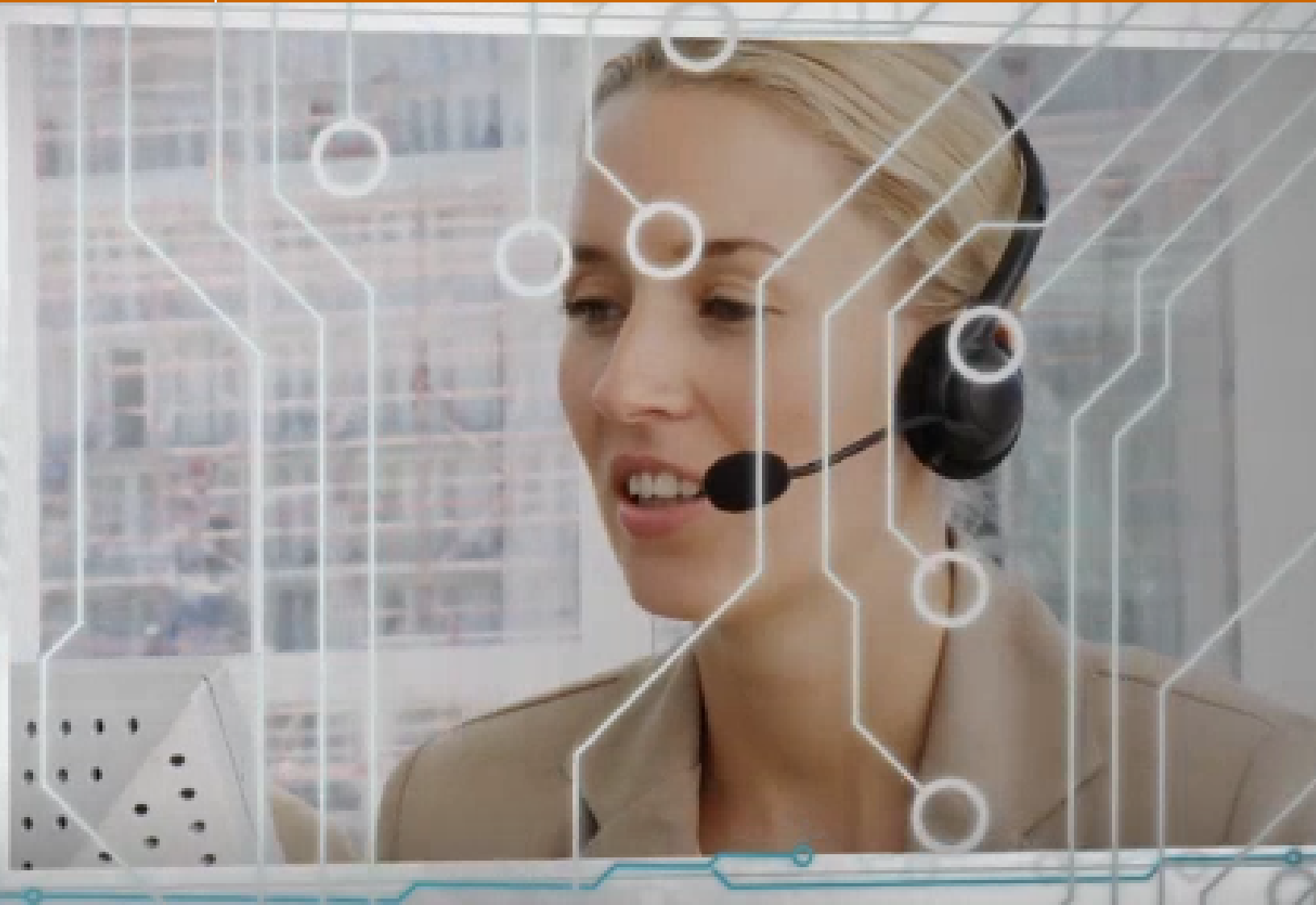


VERBAL TRANSACTIONS



Automated Contact Engagement System
ACES

Why ACES

- Improves the service you can deliver to your customers
- Allows agents to become more confident on how to handle simple to complex transactions
- **Reduces the amount of face to face coaching needed** from seasoned staff
- As more self-serve options are deployed, will require more skilled agents to handle the person to person contact
- Proves who is **"floor ready"** before working with live customers
- Reduces the risk of error
- **Increases the value of your back-office investments** to pro-actively address quality of your typical KPIs (AHD, CSAT, FCR)

How

ACES utilizes a unique design process that enables you to build realistic training simulations that allow your agents to be exposed to a large variety of transactions that mimic your real calls. Leveraging speech recognition and assisted **AI**, our system truly **"listens"** to your agent's verbal or chat responses to automatically score and monitor their behaviors. When appropriate, the agent will receive **Real-Time feedback** from the automated coach.

What is ACES

ACES is comprised of three components:

1. Simulation development platform to replicate any transactions your agents may encounter in the call center.
2. Student administration system to manage simulation assignments, organization classes and manage student development cycles.
3. Reporting and analytic system to provide detailed and granular reports on agent results from their simulation experience.



What is ACES able to measure?

Just about anything you are measuring in the production environment such as:

- Verbal & chat exchanges to the customer
- If they are using active listening
- How well they are using empathy words
- How long it takes to navigate from one screen to the next
- Can they accurately navigate to the correct system at the right time
- Are they entering customer data accurately on the screen
- How many seconds do they place the customer on hold
- Any KPI you measure in a real call can be built into the simulations



Detailed Metrics on All Agent Behaviors



ACES takes the guesswork out of who will be your top performers when it counts! By measuring every element of your customer transactions inside the simulator.

ACES can **predict the skills readiness** of your agents and removes any subjectivity to determining how they will behave in a live environment.



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888-929-2950

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