

BE A CX-SUPERHERO

Transform your customer support team into customer experience champions with Lumenore's Contact Center solution, driven by:

- ▶ Robotic Process Automation
- ▶ Artificial Intelligence
- ▶ Business Intelligence



Training Audit Plus

- Audit as many classes as desired at less than half the cost of traditional human-based audits
- Gauge effectiveness of training programs, how training is being facilitated, and its operational performance impact



Business Intelligence Plus

- Get "actionable insights" from recorded calls, CRM, workforce management systems and legacy applications
- Measure campaigns and sales performance, call quality, compliance, CSAT, ARPU, AHT, first call resolution and more with interactive ready-to-deploy packages



Voice Analytics Plus

- Leverage the best-in-class call recording and natural language solutions with the power of the user-friendly Business Intelligence Plus platform to deliver the best solution available

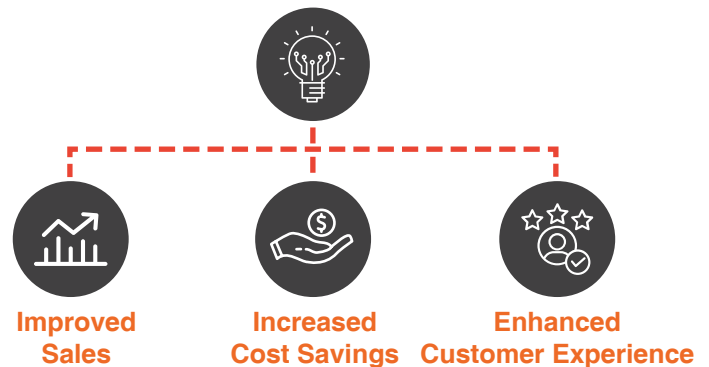


Complete Coaching Plus

- Create customized and targeted agent self-coaching plans
- Ensure continued focus and improvement with built-in progress tracker and monitoring
- Provide effective coaching content assignment and predictions of timeframe for improvement with Artificial Intelligence



Technology Driven



Transform your contact center with no CAPEX and minimal IT involvement in as early as 12 weeks!

