

Call Centres replace 26% of their agents annually

Global CC Community 2016

Loss of Investment = 2 million p.a.

1000 Agents = Churn 260 (Average hiring / training costs)

Realmove Performance Analytics measures agents knowledge and understanding of what a company stands for, its products, policies, procedures, practices and regulations. A 5 minute weekly test using our highly developed and unique algorithms enables new hire on-boarding 50% than planned.

Faster New Hire On-boarding

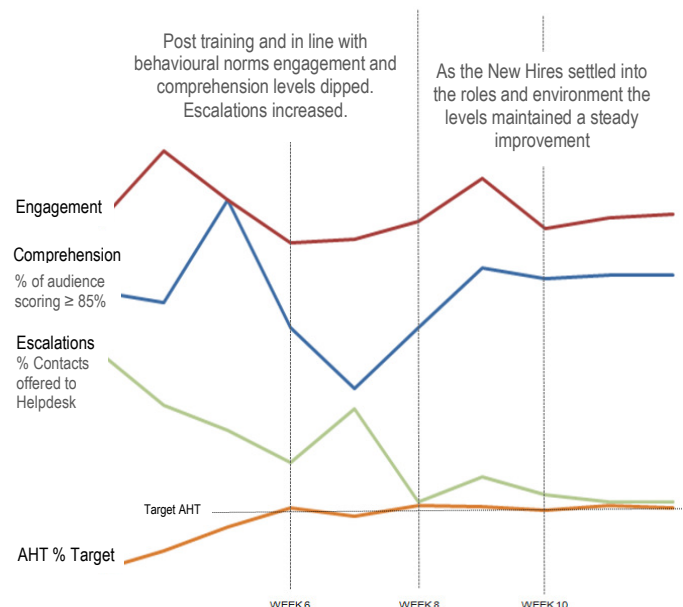
Test Response Analysis

Knowledge gaps and areas needing support identified in real-time

Comparatively weighted picture of agent's knowledge, understanding and potential

Transition Targets hit 50% faster than plan

- 87% of new hires consistently achieved transition targets 50% faster than plan
- Within 7 weeks, less than 3% of calls taken were escalated to Team Leader or helpdesk
- 20% new hires churn within 15 days, with 92% of class transitioning for >6mts



Average Cost Savings: € 1,425 per new hire, per training class

Precise Predictive Churn

Defined test parameters and expectations are applied to our complex behaviour matrix to identify patterns and anomalies in test behaviour. Tangible metrics track changes in employee performance variables and trends. The robust process provides precise predictive metrics, per employee.

Test Behaviour Analysis

- Predicting agent churn with an 80% probability factor
- 5% reduction in agent churn levels through coaching & support
- Identifying high potential performers and levels of engagement per employee

Before Realmove Performance Analytics we could say we are the best at what we do. Now we can prove it. Performance Analytics is enabling our award winning business.

Our NPS score increased and we have decreased our new hire on-boarding time by 50%

Denis Creighton, CEO MBSO FEXCO

Reducing the new hire annual training budget by 15% to 20%