



Knowlagent's Patented RightTime™ Engine

In the call center, time is the scarcest resource. Management is often forced to staff for off-phone activities such as training and team meetings, in addition to calls.

By automating traditional call center management processes, Knowlagent's on-demand solutions for training, coaching and hiring reduce spending attributed to off-phone activities while improving the key metrics that matter most to you.

Over 200,000 Knowlagent users around the world reduce labor costs with our agent management software every day.

Finding Time

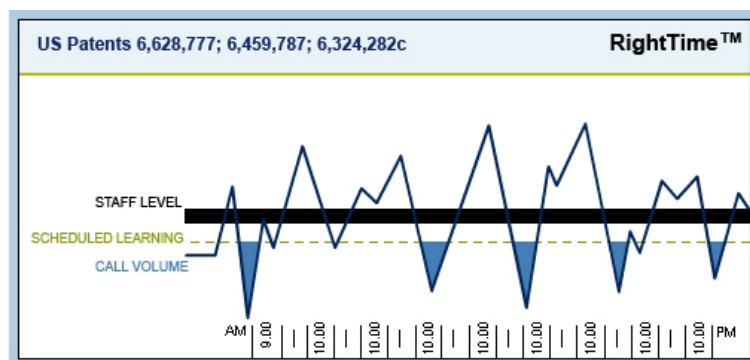
Knowlagent's patented RightTime™ engine monitors call volume and service levels to find small pockets of downtime to push short learning and coaching sessions to individual agents.

The RightTime™ engine integrates in real time with the Automated Call Distribution (ACD) and Workforce Management systems to find the right time to deliver sessions to the agent without negatively impacting service levels. These integrations ensure that sessions are only delivered during downtimes in call volume. If a Knowlagent Session is preempted, the Predictive Learning (patent pending) algorithm watches the ACD and finds the right time to redeliver.

Knowlagent sessions are targeted, 15-20 minute sessions that focus on a specific topic or performance area for the agents to drive improvement and increase retention. The duration of these breaks means that they not only work with the time available to the agents, but they are also targeted enough to make application of the learning easy, which ultimately improves retention and long-term performance.

Knowlagent RightTime Technology:

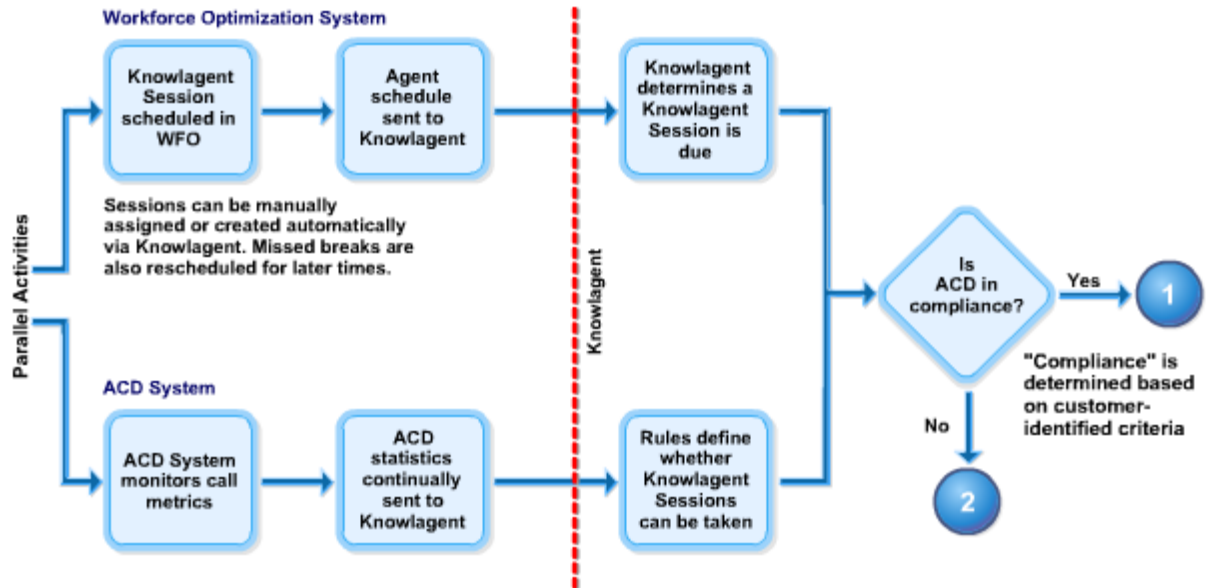
- Finds 2-3 hours/month of aggregated downtime for training and coaching
- Provides training and coaching where little to none was previously possible without negatively affecting operational metrics or overstaffing
- Allows management to reduce staffing for off-phone activities and still improve performance





How RightTime Works

Step1 — Scheduled Knowlagent Sessions



Step2 — Taking or Postponing the Knowlagent Sessions

