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Our hosted solution measures an employee's knowledge base of company policy and procedures, and can predict with 85% accuracy employee attrition down to the person.

Greater visibility across entire population

More than 90% of the population measured on a bi-weekly basis



Non-subjective facts on "who-what-where" are risks to the company





Increase knowledge & engagement

Improve staff retention

Improve productivity, reduce costs

Results in less than 90 days

PREDICATIVE CHURN **COST SAVINGS KNOWLEDGE GAPS** Reduced call escalation 85% accuracy, to the person Real-time knowledge gaps in employee attrition and agent errors across the population 25% improved AHT 2% increase in 1st call **Direct Cost Savings** resolution \$72,000 per year FCR based on 10,000 call per month \$6,350 per turnover 5% decrease in Replacing an agent with 1 year service 50% faster agent churn \$1,425 per new hire New Hire Faster Transition to productivity transition 30% decrease in call escalation

How it works

NO INTEGRATION REQUIRED



Using our cloud based solution, an employee takes a 5 minute test every two weeks. Each test measures an employees' knowledge and understanding of:

- Products, processes, policies, procedures, practices
- Statutory, regulatory and contractual requirements

We work together with you to create and schedule company specific tests. We take it from there.