



## Performance Dashboard



# Level Up Your Call Center with GAMIFICATION

Agents are happiest when performance is rewarded, but traditionally the burden of managing games has been overwhelming. Gamification eliminates the hours spent tallying results and automates the awarding of gems, coins and badges – all of which can be redeemed in a customized Marketplace.

### RECOGNIZE

Everyone is motivated differently. Some want public recognition on a leaderboard; others want a private pat on the back. One agent has their eyes set earning a gaming console while another wants an extra day of PTO. Lucky for you, we've got you covered from all fronts.

### REWARD

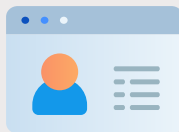
Have you ever noticed how the same agents tend to win every single game? Agents can become discouraged if they don't see a way to overtake the tenured veterans. Gamification allows you to keep the top 10% motivated while also engaging the other 90%.

### SUSTAIN

Traditional gamification practices are typically labor-intensive and difficult to sustain in the long run. This is not only a huge strain on those running the games, but it can also lose agent buy-in when things start to fall behind. Five9 removes the stress of running manual games and provides a sustainable, dynamic way to reward and engage agents.



Command Center



User Profiles



Rules Engine



Marketplace



Leaderboards



Badges



Experience Points



Virtual Currency



Challenges



Avatars