

Customer Experience

One Logic

Five9
Performance Dashboard



CLIENT



One Logic part of the nation's largest network of practitioners specializing in bioidentical hormone replacement therapy, BodyLogicMD. It partners with leading laboratories, compounding pharmacies, and nutraceutical producers to deliver the highest quality products and services to network practitioners and their patients.

CHALLENGE



One Logic's contact center was experiencing low agent engagement. They did not have an effective way to keep their agents motivated week-after-week. They needed a solution that would keep their agents engaged and on track to meet KPIs and objectives.

SOLUTION



One Logic implemented gamification through Five9 Performance Dashboard. The platform makes it possible to build and simulate games and challenges. It allows agents to win both virtual and real-life prizes. Measuring systems include virtual coins, experience points, gems, and badges. Agents can customize avatars and spend coins at a Marketplace.

RESULTS



The One Logic team likes how Gamification is intuitive and easy to use. They found that it adds an element of "fun" to their everyday work. The agents enjoy the challenge feature that allows them to bet virtual coins. **After enabling Gamification, One Logic's agent engagement increased by 37.5% on Five9 Performance Dashboard usage.**