

Learn how Intraday Automation can transform your contact centre into a strategic frontline workforce

The Problem

Contact centres are faced with a mounting set of challenges that make it very difficult, if not impossible, to meet increasingly lofty business goals:

- **Increasing Complexity** – more channels and tools, customer expectations, agent engagement
- **Manual, reactive** operations
- Mandate to **improve** the **customer experience** while **holding costs constant**

Contact centres must innovate and develop a blueprint for creating a customer-centric, cost-conscious frontline workforce.

Why Intraday Automation?

It's the only way to solve the challenges contact centres face and improve the customer experience and reduce costs. **QPC Reflex**, powered by **QPC MIG**, enables contact centres to unify siloed tools and operations and use the data to trigger real-time workforce adjustments throughout the day.

With **QPC Reflex**, frontline workforces respond in real-time to optimisation opportunities such as periods of lower or higher call volume, imbalance across interaction channels, overstaffing, understaffing, and individual adherence issues. A more agile frontline workforce is better able to adjust throughout the day to deliver a dramatically better and more consistent customer experience, at lower cost.



"With Intraday Automation we've significantly improved agent performance, service delivery and efficiency by converting idle time into productive training and coaching time."

Head of Operational Planning & Customer Experience
Strategy, leading marketing services agency

Transform your Contact Centre into a Strategic Frontline Workforce

To get a copy of the full **Intraday Automation White Paper** and to learn how **QPC Reflex** can drive achievement of your business's cost and customer experience goals, please visit us at: www.qpc.com/qpc-reflex