



POWERING DIGITAL TRANSFORMATION

Bizvu REWARDS

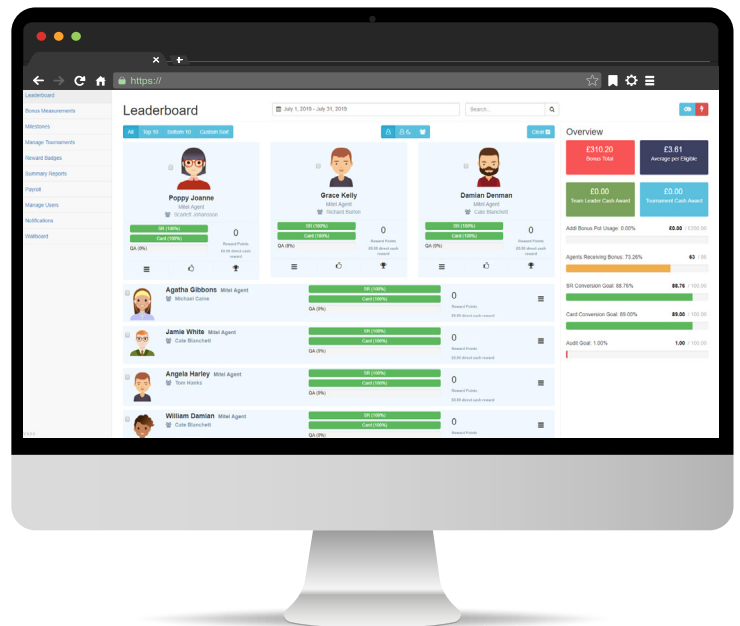
Taking the contact center to the next level.



Our gamification solution enables you to set appropriate targets for all staff in the contact center. It rewards agents for meeting objectives and targets that are personalized to your business such as; performance targets, customer care scores, sales conversions and quality assurance. You can host tournaments, collect data to easily map user performance and reward with points and bonuses, based on improved business outcomes. Bizvu **REWARDS** integrates with Mitel's MiContactCenter and is easy to integrate with CRMs, HR systems and 3rd party systems, to leverage greater value from the data.

MOTIVATE, REWARD AND RECOGNIZE YOUR AGENTS

- Reduce absenteeism
- Recruit and retain talent
- Increase cross-sell and up-sell revenues
- Give constructive feedback
- Transparency of agent performance
- Improve the customer experience



IMPROVE CONTACT CENTER PERFORMANCE

Inquire about Bizvu **REWARDS** today!

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ACCELERATED RESULTS



TOURNAMENTS AND GAME BATTLES

Create healthy competition in your contact center and drive KPIs like first call resolution, calls handled and average sales per agent.



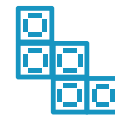
ANALYSE DATA ON DASHBOARDS

Collect and analyse key data indicators of contact center performance. Dashboards can be configured to suit the audience, from agents to executives.



FAIR PERFORMANCE MANAGEMENT

Employee performance management and reward, made easy. Spanning full time staff, part time staff, temps and team leaders.



CREATE A SUPPORTIVE CULTURE

Our solution helps businesses to create a culture that's supportive. With peer support, coaching and the chance to gain team rewards.



EASY INTEGRATION

Bizvu **REWARDS** is integrated with Mitel's MiContactCenter. Include CRM or HR systems for a clear view of agent performance in one system.



TARGETED TRAINING

With data available, your business is able to pinpoint areas agents need training. Create new targets to align with the training areas.

BIZVU ADDS MORE VALUE

We're an innovative software development company with a great pedigree that works to help add value to digital transformation investments like Mitel. Our solutions allow any customer experience to be created and seamlessly integrated into the contact center, CRM and your various other business systems.

Our solutions are quickly configured and some can be ready-to-go in hours. They can be used stand-alone or in unison to underpin wider business gaps and problems. They are key for enhanced business capabilities like automation and self-serve. Working to improve customer experiences and empower and engage agents.

[REWARDS](#)

[DASHBOARD](#)

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