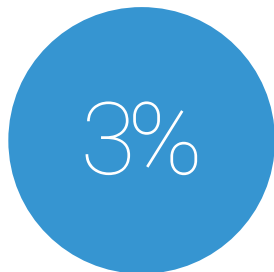


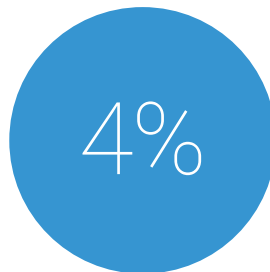


Ascentify eSuite combines process training with language communications and soft skills development. Our integrated assessment and training platform enables you to test, train, and audit an agent's progress from recruiting, to on-boarding, to on-the-job training resulting in proven agent effectiveness and productivity.

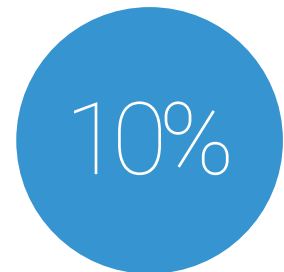
Ascentify customers see significant return on their investment as a result of cost containment and increased productivity.



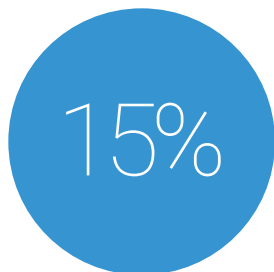
Reduction in early attrition



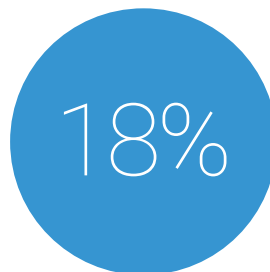
Average improvement in CSAT



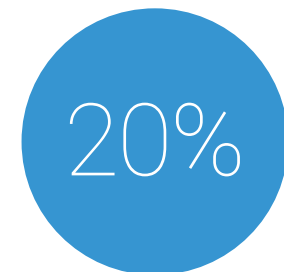
Improvement in average call-handling time



Reduction in customer communication defects



Improvement in throughput - more agents move to production seats



Reduction in training time associated with employee on-boarding

Our solution has proven to enhance the training and assessment process by helping to standardize evaluations, reduce ramp-up times, increase individual performance scores, and move more agents to production.

From an advanced learning perspective, Our **Scenario** capability enables our customers to develop training scenarios that capture real-life customer/agent interactions to create adaptive training units that can be used for any form of role-play type training (verbal and non-verbal). Our Scenario feature improves agent comprehension and ultimately judgment resulting in operational improvements in first-call resolution, reduction in call-handling times, and overall improvements in CSAT or NPS scores.

FLEXIBLE TO DEPLOY ACROSS INDUSTRIES AND BUSINESS PROCESSES

The Ascentify solution is flexible and configurable enabling you to utilize your own training and testing content so that it is applicable and tailored for your specific business processes whether they are customer facing or back-office.

The ultimate goal is to make the agents more effective in their job function whether that is a **Collections** process for Financial Services, a **Sales** process for Telcos, **Claims** processing for Healthcare & Insurance, **Reservations** for Airlines and Hospitality or general **Customer Care**.

