OPTYMYSE

Optymyse delivers the perfect blend of metrics, messaging and branding via engaging templates proven to influence contact center agent behaviour and reduce attrition.

Unlike traditional wallboard products Optymyse delivers the perfect mix of information in a dynamic and engaging format guaranteed to influence agent behaviour, and empower them to deliver positive experiences on every call. With over 20 professionally designed templates and the ability to quickly modify templates via powerful software developed specifically for contact centers, Optymyse is the only way to meet the ever changing needs of contact center clients.

The Optymyse Screen Director

In addition to supporting any TV screen Optymyse templates are available for tablets, smart phones and desktops making it easy for clients to create consistency across all end points.

Installing Optymyse

A standard windows installer is provided which guides the installation process – it's as easy as installing Microsoft Office.

Maintenance

Once the system is up and running there is very little maintenance required, anything that is required can be carried out by the client with support from SJS Solutions.

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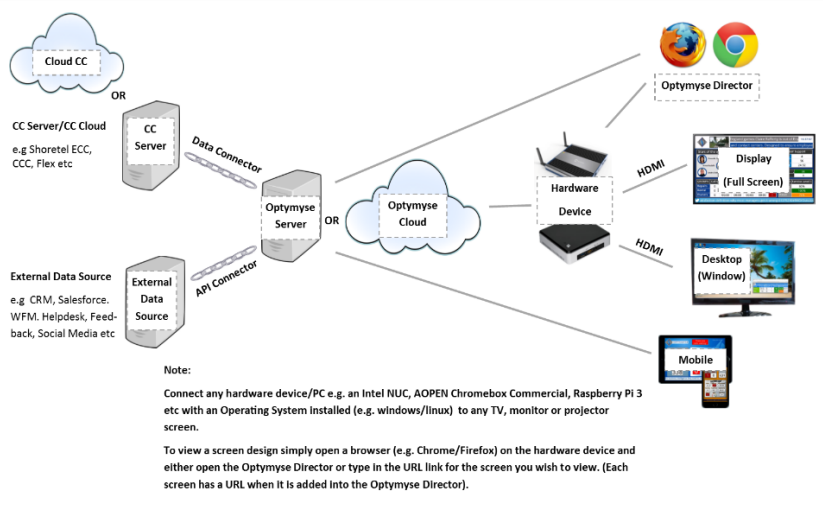## The biggest challenge facing contact centers today is the reduction of agent attrition

Research shows a direct link between employee engagement and attrition. Optymyse has been developed to focus on agent engagement rather than simply displaying call handling metrics. Optymyse lowers training and onboarding time, recruitment costs, email tag and as a result saves money.

Optymyse gives clients the ability to take data that already flows through their Contact Centers and use it to increase agent and customer loyalty, empower managers and build an inclusive, happy community.

Since 2001, SJS Solutions, the Developers of Optymyse have helped Contact Centers the world over to transform the way they use the information that flows through them.

Traditional Wallboards no longer draw the attention of Agents in 21st Century Contact Centers, in many cases they do more harm than good! Avoid disappointment by delivering tested designs and the flexibility to instantly influence agent performance, enhance environments and avoid damaging morale.

How Optymyse Works

Note:

Connect any hardware device/PC e.g. an Intel NUC, AOPEN Chromebox Commercial, Raspberry Pi 3 etc with an Operating System installed (e.g. windows/linux) to any TV, monitor or projector screen.

To view a screen design simply open a browser (e.g. Chrome/Firefox) on the hardware device and either open the Optymyse Director or type in the URL link for the screen you wish to view. (Each screen has a URL when it is added into the Optymyse Director).

Benefits

- ✓ Increase employee satisfaction by reducing stress and encouraging engagement.
- ✓ Connect agents to brand and build a happy team.
- ✓ Improve knowledge transfer via visuals focused on inspiring, supporting and educating.
- ✓ Create Team Inclusion & competition.
- ✓ Connect agents to the end customer with new, exciting metrics (CSAT, Social)
- ✓ Save time, guarantee everyone sees important messages
- ✓ Instantly give agents the answers required to delight customers.
- ✓ Recognise outstanding performance.
- ✓ Multiple data connectors Incl. Zendesk, ODBC, SF.com, CCC, Flex, Facebook, Twitter.
- ✓ Free DOT upgrades for life.
- ✓ Get noticed by everyone from senior execs to agents.
- ✓ FREE API
- ✓ Proved track record plus excellent reliability and support.
- ✓ Allow Managers and Supervisors to spot bottlenecks and respond instantly to critical business decisions.
- ✓ No need to run reports, access important information in real-time at a glance from anywhere.