Coming Soon to a Cloud Near You
What’s Next for inContact WFO

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The risks and uncertainties referred to above include, but are not limited to, risks associated with our business model; our ability to develop or acquire, and gain market acceptance for new products, including our new sales and marketing and voice automation products, in a cost-effective and timely manner; the gain or loss of key customers; competitive pressures; our ability to expand operations; fluctuations in our earnings as a result of the impact of stock-based compensation expense; interruptions or delays in our hosting operations; breaches of our security measures; our ability to protect our intellectual property from infringement, and to avoid infringing on the intellectual property rights of third parties; and our ability to expand, retain and motivate our employees and manage our growth. Further information on potential factors that could affect our financial results is included in our Annual Report on Form 10-K, quarterly reports of Form 10-Q, and in other filings with the Securities and Exchange Commission. The forward-looking statements in this release speak only as of the date they are made. We undertake no obligation to revise or update publicly any forward-looking statement for any reason.
Agent transformation is the single-most important investment any contact center can make to impact costs and returns.

-- Cost Structure and Distribution In Today’s Contact Centers by Lori Bocklund and Brian Hinton, Strategic Contact, Inc.
Introducing the WFO Solutions Group
The Solutions Group Concept

1. Market-aligned teams of Product Management and Product Marketing under one roof, all driving towards a unified goal.

2. Assurance for our leadership that a single executive has responsibility, and wakes up every day worrying specifically about WFO

3. Work closely with R&D and other shared resources to enhance satisfaction with the new solutions
What’s in WFO? The Gartner Definition

To be considered a WFO market player by Gartner you must:

- Have a solution that spans both Recording/QM and WFM
- Have a solution that also provides one or more of the following functions: coaching/e-learning, performance management, surveying and interaction analytics
- Have some degree of integration among these core functional elements, such as a single administration environment and prebuilt workflows
For inContact, the WFO Solutions Group Covers:

✓ inContact call recording

✓ WFO suite from Verint (WFM, QM, voice and screen recording, Performance Management scorecards, eLearning and Coaching)

✓ ECHO

✓ Any future tools that could be added to enhance our portfolio, such as speech analytics, text analytics, desktop analytics, etc.

✓ The management of potential future WFO ecosystem partners and API connectors to support customer choice, niche and specialized solutions, etc.
Org Chart – WFO Solutions Group

General Manager
WFO Business

- Rishat Urmeyev
  Product Manager

- TBH
  Product Manager

- TBH
  Product Manager

- Christina Cowell,
  Product Marketing Manager

- TBA
  WFO Strategic Consultant (pre-sales)

- (Shared with CIMS)
  Project Manager / Business Analyst
What’s Been Happening the Past Four Months
Internal Changes

✓ Management dashboard, better central issue tracking.
✓ New internal communication methods to facilitate better leverage of WFO knowledge within inContact
✓ First-time-ever dedicated WFO teams in R&D
✓ Verint training in September to multiple departments, side-by-sides with Tech Support, more training coming
✓ Cross-company WFO Tiger Team created, with representation from every department
Customer-Focused Activities

• Numerous customer visits
• Webinars
• Plans for new user group
• Operational improvements around WFO platform for better stability
• Verint 11.1 Upgrade
• ICUC dedicated WFO track for the first time ever
• WFO baseline survey

Thanks to all who have participated!
What’s Next?
More communications like this one!
inContact Workforce Optimization—Enhanced Portfolio

Voice/ Screen Recording

inView stand-alone Performance Dashboard

Analytics-Driven Quality Management

Echo Survey

Workforce Management

Coaching and Learning Tools

Verint suite Scorecard
What We Hope to Have...by the end of the year

- New inView Powered by ClearView
- Analytics-Driven Quality (ADQ) released, first to existing QM customers. Available to everyone in mid-Q1
  - Speech Analytics intelligence for the cloud
- Multi-channel support for WFM
- Reduced delay in Pulse
- Improved data redundancy and platform stability for Echo
- Echo survey enhancements
What We Hope to Have…next year

- Verint recording integration enhancements, new custom data fields from platform interactions into QM
- Outbound scheduling in WFM with dialer integration
- Verint WFO Scorecard enhancements around multi-channel
- Support for WFO ecosystem (new APIs, SDK)
- Additional survey enhancements, including speech analytics for verbatim comments
- European cluster upgraded to version 11.1 of inContact WFO powered by Verint
- Additional options for recording of “hold”
- WFO performance data available to inContact platform for reporting & other exciting uses—more news to come!
- A few other exciting new things we’ll keep as a surprise…
Targeted by End of Year...
Introducing:
inView
Powered by ClearView™

Performance Delivered.

Greater visibility and impact for EXECUTIVES

Enhanced effectiveness and efficiency for SUPERVISORS

Increased productivity and proficiency for front-line AGENTS
inView Highlights

Real-time management visibility for front-line sales and service operations

- Benefit from cloud-based Performance Dashboard pre-integrated with inContact
- Combine performance data from disparate systems with business improvement processes
- Identify correlations across data sets
- Take action with proactive problem notifications to supervisors via automated alerts
- Foster empowerment and focus with customized employee dashboards
- Reduce operating costs through maximum visibility without the maximum effort
New inContact Analytics-Driven Quality (ADQ) Powered by Verint®

Targeted availability to existing QM customers starting in November. Targeted availability to everyone mid-Q1.
New inContact Analytics-Driven Quality (ADQ)  
**Powered by Verint®**

- Harness the power of Verint’s award-winning Speech Analytics to drive your QM results. No untested venture here—Verint has over a decade of speech analytics technology evolution, enhancement and customer success.
- Drive the calls that *matter* into QM and answer WHY like never before.
- Quantify the biggest call drivers, FCR failures, self-service failures, customer defections, etc.
- Detect emotion through pitch, tone and language.
- Target coaching for agents through KPI driven monitoring using speech analytics.
- Track custom categories that matter to your business and leverage the tried-and-true categories that get results for hundreds of others who came before you.
WFM Enhancements: Multi-Channel Scheduling

- Gain efficiency with optimal schedules that take all contact media into consideration.
- Apply the notion of media-type to a queue.
- Define a queue or skill as being one of the following media: phone (inbound and outbound), email, chat, call back, voicemail or work item (social, CRM case, etc.).
  - Active and passive channel distinction
  - Separate AHT and Service Level goals
WFM Enhancements: Reduced Delay in Pulse

• Yes! It’s coming!

• Accuracy vs. Expediency is long-time WFM practice debate in intraday forecast vs. schedule management

• inContact originally thought preference should be given to accuracy, so intentionally held data to allow contact closure.

• Refactoring the integration to now base intraday time increment reporting on:
  • Number of contacts received
  • Apply previous increment handle time
  • Re-write data later in day when all contacts closed with true AHT
Echo Survey Enhancements

Top New Features for Echo in 2013

✓ Drill down on more reports
✓ Dashboards
✓ Easier and faster creation of IVR surveys
✓ Linking call recording (for inContact calls) into Echo survey results
“Drill Down” on More Echo Reports

Users now have the ability to get survey detail on the Service Recovery/Trigger Reports

Example:
You can drill down on the ‘Controllable or Uncontrollable surveys by clicking within this report to see the detail of who marked it this way and the primary/secondary drivers of dissatisfaction.

Several reports have this feature added and we can easily add it to other reports when requested.
Echo Dashboards

Users can now create their own dashboards and reports.

An example of a dashboard that shows several of the widgets that are available.

Users can create, name, and move the widgets wherever they want.
Echo Dashboards

Dashboards can now be set as a user’s homepage

When a user logs into Echo, they can now see a Dashboard instead of a list of reports.
Echo Dashboards

Dashboards can now be created and shared with other users.

Checking the “Share this widget” allows other users to use widgets you create.

Checking the lock icon unlocks, allowing other users visibility to the complete dashboard.
Echo Dashboards

Templates/Widgets that are available:

- Comment Cloud - Show most frequent words in comments
- Comment Quotes - Show a few comments
- Gauge - Show a single metric performance with colored alerts.
- Graph - Show a pie or bar chart.
- NPS - Report an NPS score from a metric
- Ranking - Rank something by a single metric.
- Report Links - Show links to other Echo reports
- Score - Show a single score value with colored alerts.
- Table - Show a table of data.
- Timeline - Show a graph of data over time.
- Trigger Count - Show count of triggered surveys over time
Faster & Easier IVR Survey Creation

**Problem:**
Customers told us that they need surveys faster:

**Solution:**
IVR survey creation is 10 times faster than before

Unlimited copies and variations of surveys are now easy to create

Self-service survey modifications coming soon

- We know many customers would like the ability to do easy modifications to existing surveys. We hear you and will be making this available.
Linking inContact Call Recording into Echo Survey Results

It is now very easy to link the call recording to your survey results.

Call recordings are here

The call recording plays here so you can listen to the call and review the customer feedback all in one place.
Key Takeaways

1. FINALLY. A dedicated WFO business unit at inContact means big changes for WFO, new company focus on agent transformation.

2. Lots of work being done to enhance existing products, including Echo and WFM.

QUESTIONS?