

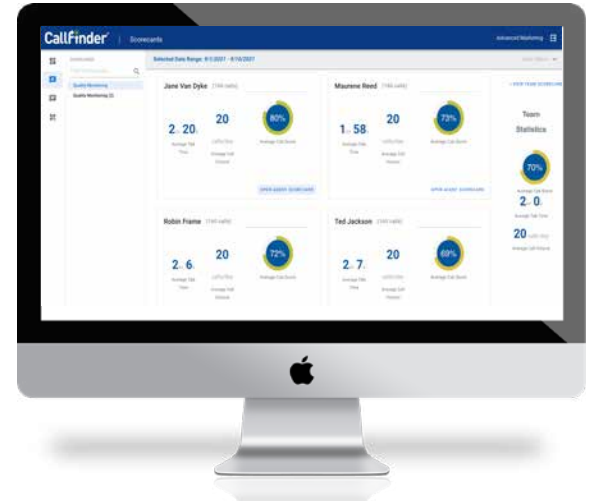
CallFinder®

Grow Revenue with Informed Coaching Strategies & Agent Performance Evaluations

CallFinder Acuity

There's never enough time to manually review every agent interaction, looking for insights to guide your agent coaching efforts. That's why we developed CallFinder Acuity, our Automated Quality Monitoring solution, designed to **augment your existing quality assurance process** and deliver immediate value to you and your team.

CallFinder quickly identifies outliers and trends from 100% of your calls. With our **affordable, scalable, automated** quality monitoring solution, you'll develop highly skilled agents who will meet KPIs and turn the contact center into a revenue-generating operation.



Improve Your Quality Assurance Process & Profitability with Automated Scorecards

Augment your existing QA process with AI-fueled performance evaluations. **Combine CallFinder's unbiased, automated scorecards with your existing QA process for a complete picture of agent and team performance.** Increase your ability to run a more efficient, productive, and profitable contact center.



Gain Immediate Agent & Customer Insights and Ensure Your ROI Within Weeks

Get immediate access to **agent and customer insights, including silence and overtalk rates, Talk-Time, and searchable call transcriptions.** Meanwhile, your CallFinder Analyst will build custom scorecards and reports to track KPIs and deliver valuable data to share across your entire organization.



Guarantee Your Success with CallFinder's Unmatched Managed Client Services

Our Managed Client Services is what sets us apart. **A dedicated CallFinder Analyst becomes an extension of your QA team and continues to work with you to build custom scorecards and reports unique to your needs.** There's never a need to hire an in-house expert or outside consultant, and minimal IT involvement is required.

30% INCREASE IN REVENUE

Our clients report remarkably higher revenues after using our fully automated scorecards and agent-customer insights to augment their existing QA process with unbiased, in-depth conversational insights.

15% MORE CUSTOMER COMMITMENTS

CallFinder clients see 15% more customer commitments using agent scorecards and in-depth custom reports to gain performance insights to coach their teams on soft skills, script compliance, and more.

Book a Demo of CallFinder Acuity

Learn how CallFinder will **easily and affordably augment your existing QA process.** We'll show you how to use conversational insights to uncover agent knowledge gaps, reveal coaching opportunities, and evaluate agent performance.

Get started with a 15-minute tour of CallFinder Acuity and get ready to transform the customer experience and drive revenue growth across your entire business.

Contact Us!