NGN Insights
Agent Performance, Gamification & Rewards

Improve Performance

20% decrease in handle time? Check.
400% increase in successful upsells? Check.
30% increase in adherence? Check.
We have the case studies to prove how NGNInsights increases performance.

Deploy Gamification

Gamification is more than just bells and whistles. NGNInsights uses leaderboards, points, awards and achievements in proven ways to motivate your employees and get results.

Increase Supervisor Efficiency

Supervisors spend less time reading spreadsheets and more time engaging with the agents that are in the most need of assistance and training.

Motivate your Agents

Our real time feedback loop with simple Green/Yellow/Red benchmarking empowers your agents to make improvments in real time and to maintain a high level of activity on their own.

Developed by a team with backgrounds in behavioral science, video game design, and data visualization with more than 100 years combined experience in the Contact Centers industry.

Control Internal Chat

Send broadcast messages to scroll across the top of the agents screen. Set up state based channels that can only be accessed when agents are on lunch or break. Take full control over who and when your agents can chat with each other or with management.

Top 3 Worldwide BPO
Inbound customer service

8.37 average handled cases per day baseline

10.15 average handled cases per day with NGNInsights

9.9 times Return On Investment

Top 2 US auto club and insurer
Inbound customer service

Average Handle Time (AHT) reduction of **27 seconds** per agent per call

$1,080,000 monthly value for AHT alone

Improvements across **multiple KPI**
AHT, ACW, NPS, Referral %, and Schedule Adherence

Cable TV/Internet
Up sell package

5.1% up sell average baseline

19.9% up sell average with NGNInsights

3.75x increase in revenue

GRUPO **NGN**

CCI