

TOP 5 FINANCIAL SERVICES PROVIDER

**Reduces Training Delivery Time
by 46% & Increases Agent
Satisfaction.**

SAVING \$19M ANNUALLY

What if disappointing your agents was a thing of the past?

- How often do you have to cancel training?
- Does lack of empowerment contribute to your agent attrition?
- Why are you settling for less when it comes to improving agent engagement?

This Financial Services provider decided empowering their agents could no longer be left to chance.

Today, with Intradiem, full automation guarantees 24/7 real-time availability of training and coaching opportunities.

This Includes:

- Evaluating hundreds of thousands of ACD and WFM data points daily
- Empowering your agents to be “CX Superheroes”
- Not missing opportunities for training or coaching
- Freeing up your real-time team from time consuming manual scheduling processes