



FEATURING

DAVID JONES
ANNOYS CUSTOMERS
PRETTY UNHAPPY



Build a team of Emmas

Create more top-performers and nail your CX

For Customer Experience teams

 **Infinity**



AND

EMMA JOSEPH
GREAT NPS
LOVING LIFE!

Creating a team of high performing superstars isn't easy

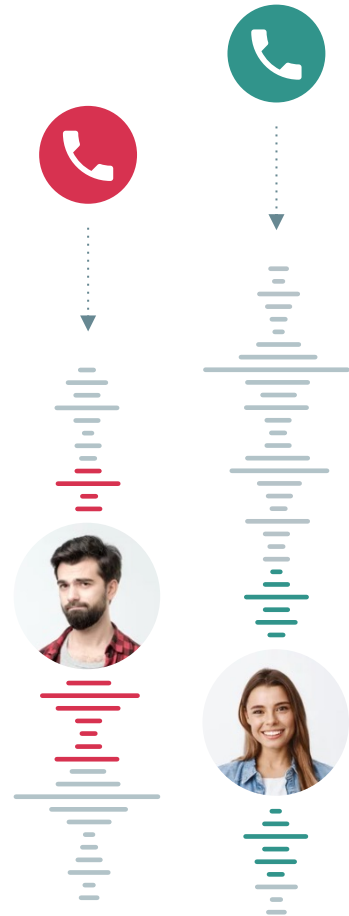
Sure. It's not too hard to pinpoint who your high-flyers are. But how easy is it to put your finger on what makes them fly so high?

What they do differently to the members of your team who tend to rub customers up the wrong way, tarnish your reputation, and eventually leave?



Apart from costing you a fortune, sending your blood pressure skywards, and burning your time, it's hard to come up with a meaningful answer.

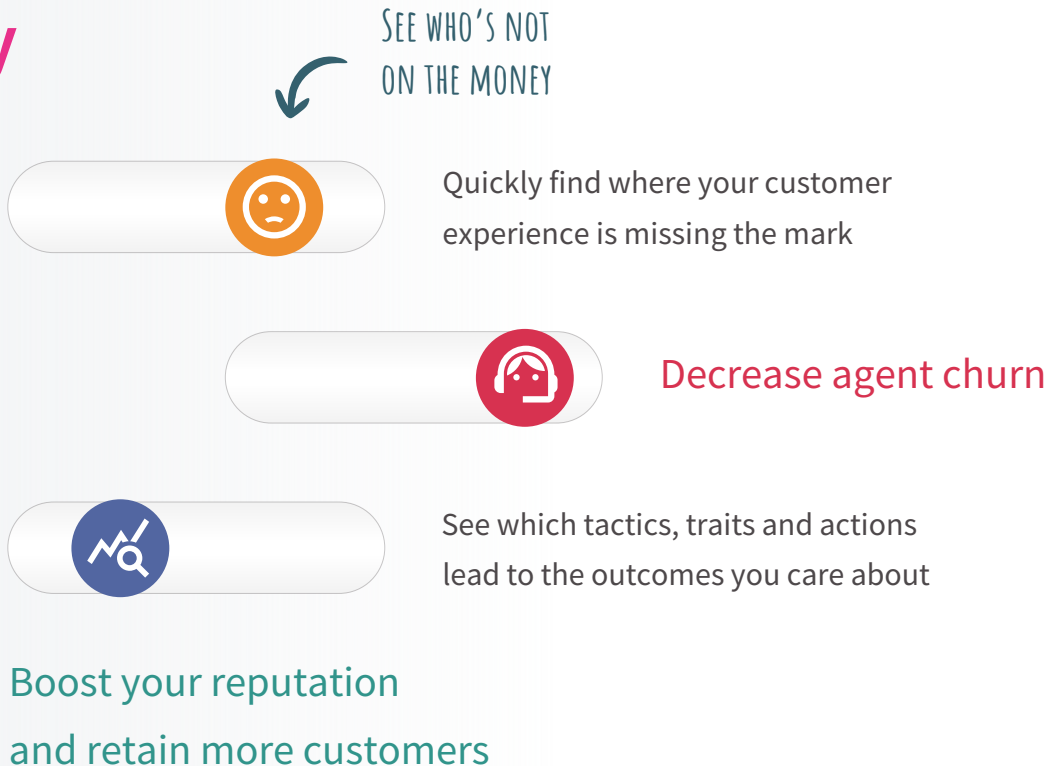
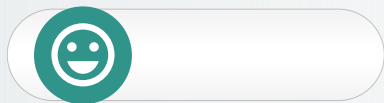
After all, you can't be within earshot every time they pick up the phone.



Hear the full story

Conversation Analytics lets you automatically monitor 100% of the phone calls that come in and go out of your contact centres.

Dip-tests become a thing of the past. And you can surface granular insights that can drive performance improvements, fast.



Measure the magic

Scorecards make it easy to measure key factors in customer conversations and identify trends that lead to high performance.

EMPOWER YOUR
TEAM'S DEVELOPMENT



Understand strengths
and weaknesses
within your team



Identify individual
training needs



Ramp your
agents faster



Raise overall
agent standards



UNCOVER THE
KEY TO SUCCESS





Without Scorecards

Turning Dave into Emma is next to impossible:

HE'S NO CLOSER TO
HITTING HIS TARGETS



Quick wins
are missed



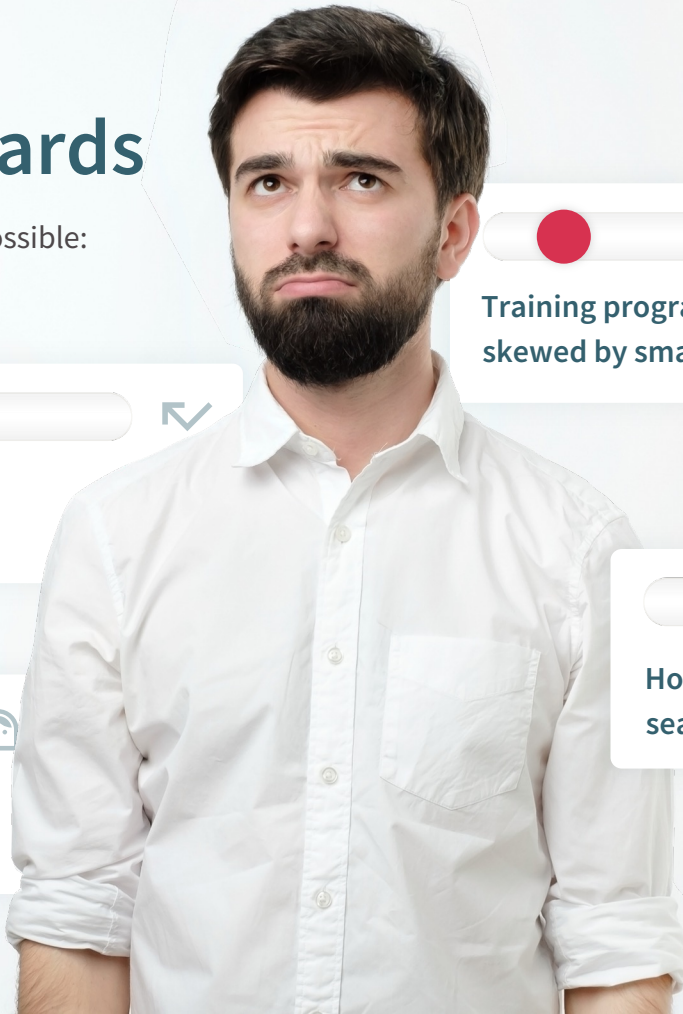
Training programmes are
skewed by small sample sizes



Improving agent
performance takes forever



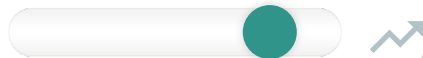
Hours get wasted manually
searching your calls





With Scorecards

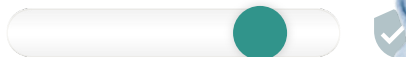
Building a team full of Emmas becomes a breeze:



Improve your
conversion rates



Immediately uncover the
best calls for your training



Nip compliance
issues in the bud



Leave more customers
satisfied, quicker!

SHE WON'T BE YOUR
ONLY SUPERSTAR!



Build your dream team

Scorecards will help you replace guesswork with clear insight. See once and for all which traits, tactics and actions you need to bottle and share around your team.

Your agents will know exactly what to do when the phone rings. They'll win more. Confidence will soar. And in no time at all, you'll have a team full of Emmas.



DAVID JONES ★★★★★

JASMINE KEYS ★★★★★

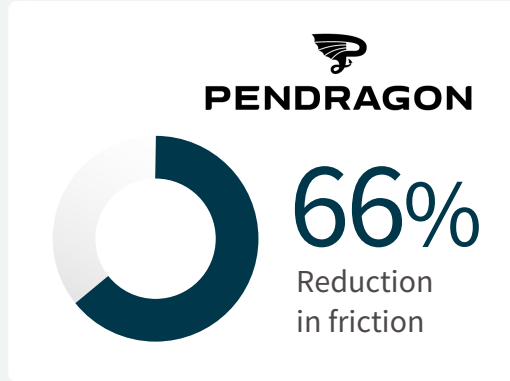
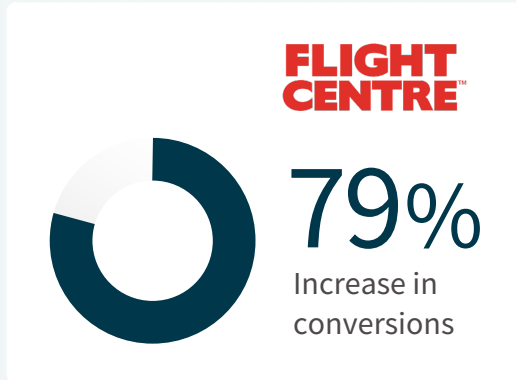
EMMA JOSEPH ★★★★★

SIMON WILLS ★★★★★



Key results

For contact centres



“Infinity have highlighted opportunities for real improvement that we didn’t even know about.”

Owen Gill | Pendragon

“Our quality of calls has greatly improved and we can finally see what is working for us as a business.”

James Boyle | Flight Centre Travel Group



infinity.co

Whatever you need, start a conversation with us today

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