HX | ACQUIS CORTICO-X

Employee listening and rewards:

Recognize exceptional customer service



Your contact center representatives are the heartbeat of your organization—the face of the brand for many customers. Given how much falls on these individuals' shoulders, there should be a way to identify exceptional customer service outside of operational metrics.

By leveraging technology, you can identify and reward employees who go above and beyond to meet customer needs.

How we deliver

Connecting customer listening with employee data: empower employees to see how their day-to-day job plays an integral part in the patient experience and drives more superior experiences

Culture change: inspire and drive model behavior for how an organization should service customers, establishing the standard that all employees strive to achieve

Our advantage

- Capability to connect CX feedback and employee engagement platforms to identify contact center representatives who provide exceptional customer service, such as using text/speech analytics to identify when a patient refers to an individual by name
- Creative tactics to recognize individuals who stand out for providing superior experiences (such as Patient Experience Wall of Fame)
- Customized rewards to improve employee engagement outcomes

Potential outcomes

- Improved employee engagement
- Reduce employee turnover
- Increase employee referrals as a 'good place to work