



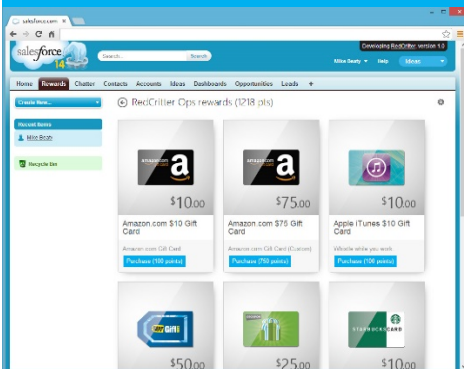
## RedCritic benefits

Want to reward your agents with the highest customer satisfaction levels?

What about recognizing reps that sell the most of a prioritized product?

With RedCritic you can!

- Improve communication skills
- Reduce call time
- Increase one-contact resolution
- Increase procedure adherence



Reward your agents with virtual or real rewards.

## Contact us for more information

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## Contact Centers achieve more with RedCritic

You've tweaked your IVR for the umpteenth time, what else can you do to engage your contact center agents and increase your level of service? RedCritic enhances your contact center's bottom line by rewarding specific behaviors, inspiring friendly competition, improving training procedures and empowering your agents to feel a greater sense of ownership in their jobs.

RedCritic brings badges, skills, certs, reward points and peer-to-peer accolades that are easy to manage and tie to your key performance metrics.



*Did you know? "Through game mechanics, supervisors can give recognition to agents who are high performers and more easily identify where personalized guidance and additional agent training is needed."*

– Bluewolf

## Setup is easy

RedCritic SaaS easily layers on-top of your existing contact center business systems to manage, showcase and reward employee achievements.