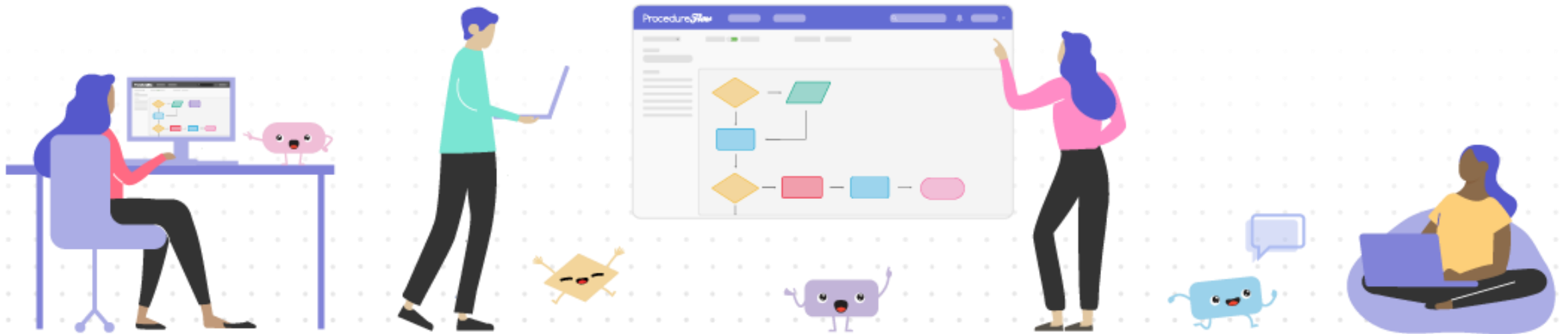


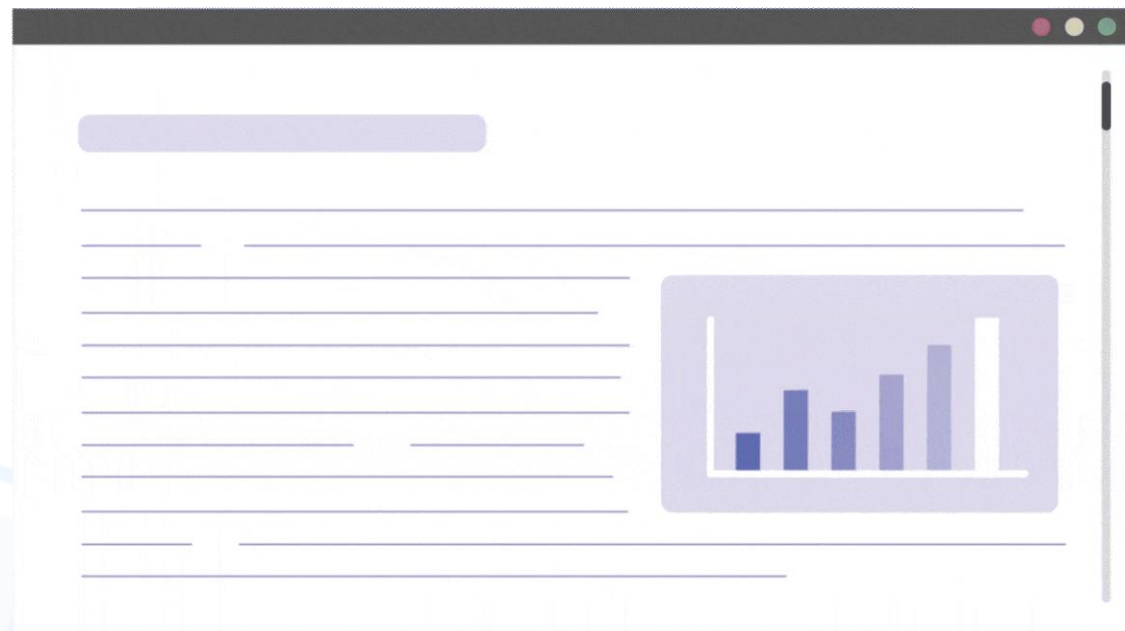
Procedure*Flow*

The Agent Experience

Empower frontline employees to improve the citizen experience



Today's Process Knowledge Challenge



Text-based Knowledge

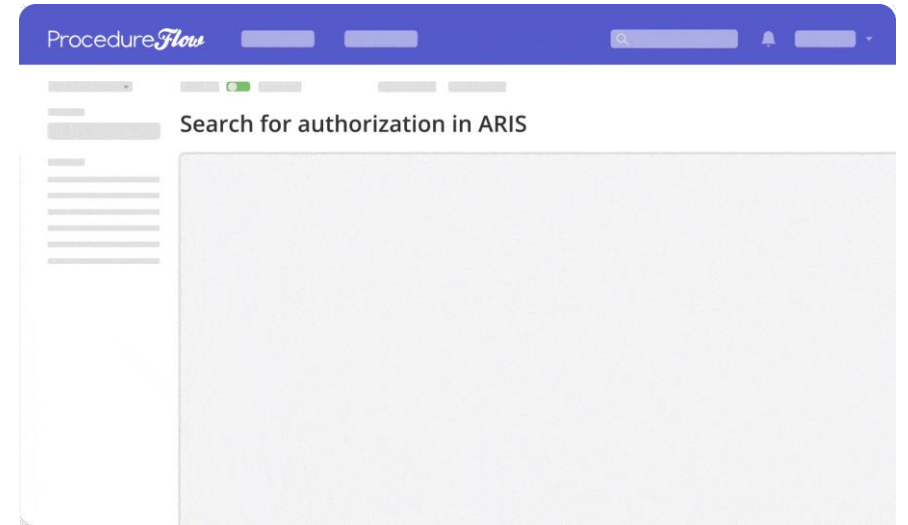
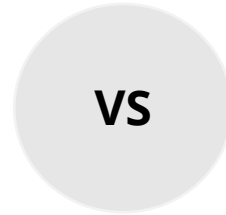
- ❌ Difficult to navigate
- ❌ Difficult to understand
- ❌ Difficult to maintain
- ❌ Gaps in process documentation

The Shift to Real Time Knowledge

Empowering agents with the right information in an easy way to understand



Text-based Knowledge



Visual Knowledge



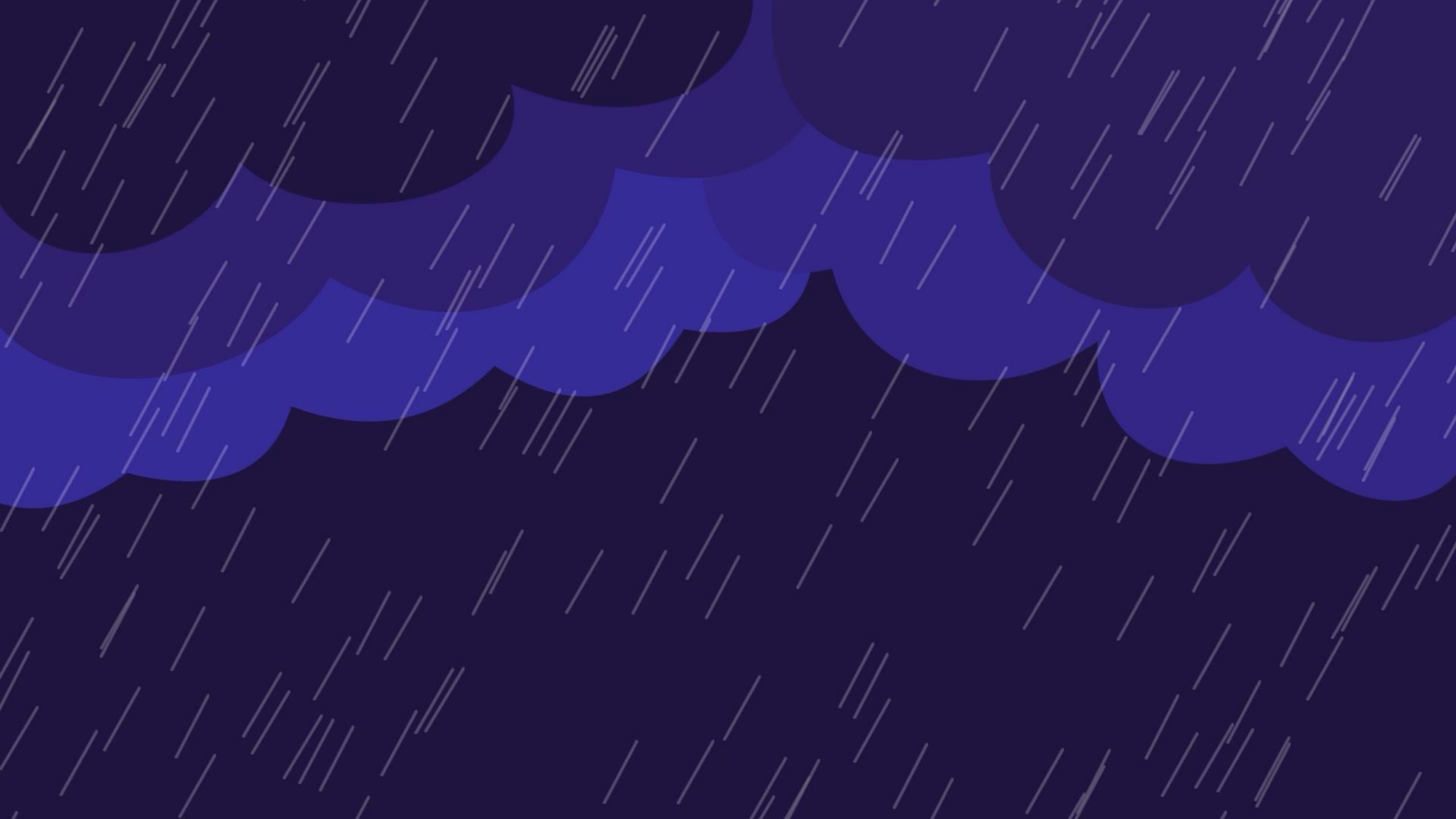
Easier to train



Easier to search



Easier to update



Customer Spotlight



The Reliable One

In less than **24** hours
storm related
resources were
updated and shared!

Problem

Hurricane Ian presented a huge challenge of **foreseeable outages** and **an expected increase in outage related call volume**.

Action

The company needed all hands-on deck and **pulled non-call taker employees from their workforce** and gave them access to an entry point called 'Storm Response'.

Result

Those redeployed employees were able to successfully self-train themselves with easy-to-use and visually guided flows within 24 hours of the storm hitting – **reaching subject matter expertise in less than a day!**