

A GAMIFICATION AND EMPLOYEE ENGAGEMENT PLATFORM FOR CONTACT CENTERS



nGUVU has teamed up with Genesys to revolutionize contact centers, by creating a better everyday work experience for agents. The gamification platform motivates agents to achieve their objective by immersing them in a fun, game-like environment.

LEVERAGE AGENTS' NATURAL DESIRE FOR:



COMPETITION



COLLABORATION



ACHIEVEMENT



STATUS



RECOGNITION

With nGAGEMENT's integration to the PureCloud solution, it is now easier than ever to offer something new and innovative to your PureCloud customers. nGAGEMENT is the only solution that can transform agent day-to-day life into an immersive, engaging and motivating journey.

EASY INTEGRATION WITH PURECLOUD

- 1 Pair nGAGEMENT with Genesys PureCloud
- 2 Determine hierarchy and KPI'S
- 3 Set up objectives & performance points parameters
- 4 Game On!

nGAGEMENT syncs in real-time from PureCloud the presence and ACD state changes of the agent, as well as performance metrics such as AHT, after call work, number of calls, etc. Thanks to the flexibility of nGAGEMENT, a customer can combine various data sources coming from the PureCloud system with external data such as .csv or excel files.