

ProcedureFlow

A Reimagined Contact Center Knowledge Base

ProcedureFlow makes the most complicated information easy and intuitive to create, maintain and use, even in highly regulated and complicated industries. We provide every employee with the exact information they need to handle any contact scenario, making employees confident in their abilities from day one on the job.

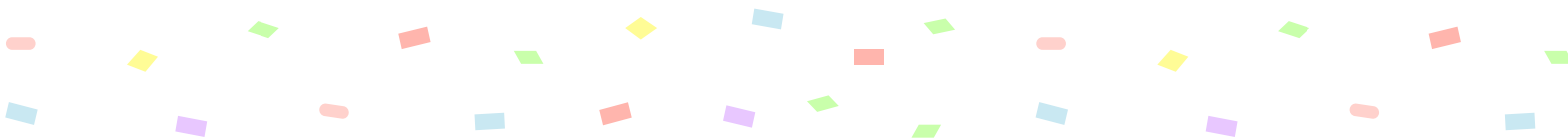
ProcedureFlow allows organizations to leverage the knowledge and expertise of their top performers, and put it into the hands of every employee. This allows organizations to transform traditional classroom training to “learning by doing”, creating a more motivating and engaging environment for employees.

- ✓ All the benefits of a knowledge base
- ✓ Simple for anyone to use
- ✓ Navigate complex information
- ✓ Custom built for contact centers



Using ProcedureFlow has decreased our cross-training time by 61%, and our trainees are now taking live calls from customers 8 days sooner.

Jill Ferro - Manager of Customer Relations and Infrastructure - NB Power



Make Your Employees Experts Faster

We've delivered measurable benefits to our many customers

Decrease training time by 75%

Reduce escalations by 50%

Cut AHT of tenured agents by 12%

Improve first call resolution by 6%

Decrease operating costs by 11%

A better customer experience.

Ensure the customer experience is consistent regardless of the channel or agent's experience.

Make your most complex processes simple.

Visually map out your processes to make them easy and intuitive to follow.

Engage employees.

Leverage the knowledge and experience of your top performers to continuously improve your processes.

Easily manage constantly changing information.

Keep your information up to date in one central location that's easily accessible to all employees.



ProcedureFlow allows our CSR's to easily drive through our complicated systems and processes. It lets them focus on offering the best service to our members. As a result, we reduced the number of calls to our Tier Two support line by 50%. This has a significant impact to our customer service and to our bottom line.
Director of Member Experience - Medavie Blue Cross

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