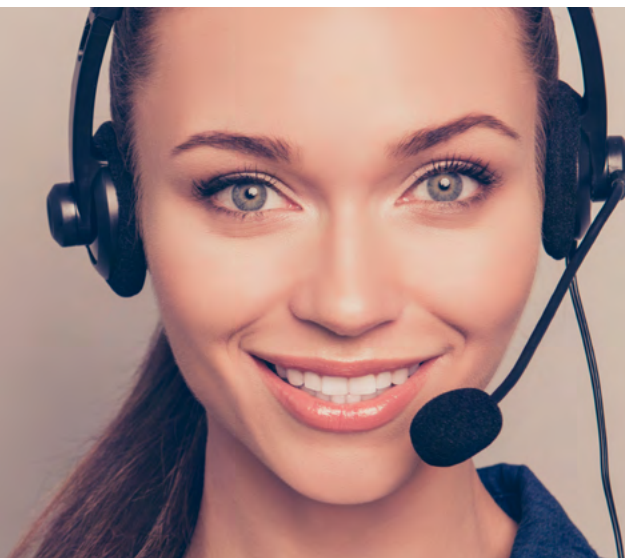# Alvaria™ Motivate
Pump Up Productivity and Motivate Agents in Your Contact Centre

71% of all employees are not engaged while they're at work and the average contact centre has a 26% attrition rate. Alvaria Motivate users turn those numbers around with engaging contests, recognition and rewards. In short, it's the engagement solution that maximises your ROI.

Alvaria Motivate offers solutions that are designed to increase productivity and reduce employee turnover across all generations – from Boomers and Millennials to the fast-growing Gen-Z workforce. Whether your employees are motivated most by incentives or recognition, competition or collaboration, we've got you covered. In short, Alvaria Motivate transforms daily routines into rewarding rivalries that give everyone a reason to do their best.

Automate, Scale and Fire Up Competition
The days of competition whiteboards and manual SPIFFS are over. Today, contact centres need to drive performance immediately. With Alvaria Motivate software our clients use a list of competition mechanics that can be fired up in under a minute. Create a contest in only 5 fields. Launch head-to-head "duels" with ease. Even better, our Normalisation Engine allows you to create equity between agents on dissimilar campaigns. Whether Agent vs. Agent, Team vs. Team or Centre vs. Centre, it is all managed efficiently through our Competition Engine.

Leverage Public Recognition with Leaderboards
Utilise Alvaria Motivate's public leaderboards to recognise your employee's achievements. This makes it easier for slower agents to see where their performance is falling short and who to ask for help. It also gives high-performing agents greater recognition from their teams.

TRUST THE EXPERTS
MOTIVATE BOOMERS, MILLENNIALS & MORE.

Available on-premise and as an Alvaria™ Cloud based service. Integrates seamlessly with our contact centre and WEM solutions. Let us show you how it works.

Unify Communication to Ignite Performance

Alvaria Motivate's clients have the ability to leverage peer-to-peer or team leader-to-agent collaboration to fluidly share best practices among the employee community. Additionally, team leaders have access to utilise coaching software. It's integrated directly in the user interface and allows for immediate course correction. That way, the whole team succeeds.

Send Rewards Instantly with Digital Gift Cards

Want to reward your agents with ease? Leverage Alvaria™ Motivate's integration with the largest eGift Card provider in Australia and the USA. We give agents the ability to redeem their points for a reward of their choice. You'll never have to send someone to the store to get a stack of gift cards again. To add variety, utilise our Live Auction. Agents can bid on prizes in a virtual auction, creating more buzz and competition for key rewards.

Dynamically Align Agent Activity with Contact Centre Goals

Focus agents on the outcomes that matter most to your contact centre. We make it easy to create and set goals from within your "sandbox." That way, as your organisational objectives change, your agents will stay up-to-date and aligned with the latest goals each day.

Level Up the Status of High-Achievers

Making agents and team leaders feel important among their peers is a valuable motivator. Alvaria Motivate provides leveling to create status rankings among employees. These symbols of status follow them wherever they appear within the game.

> " Alvaria Motivate has moved our bottom lines and helped us to improve key metrics by almost 20% across the board. We put it in our lowest performing groups and it has helped us increase performance and reduce agent turnover. I recommend it to any contact centre looking to improve morale and productivity."
>
> **– Matt Coffey, GM, Sekure Merchant Solutions**

FEATURES

COMPETITIONS: Agent Duels, Company Contest & Tournaments

- Automate, scale, & fire-up competitions instantly; dramatically decrease management time required for setting up, managing, and rewarding competitions
- Impact performance immediately with live dashboards and automated rewards; eliminate manual tracking and SPIFFS
- Accommodate agent vs agent, team vs team, or centre vs centre, location vs location, or custom group vs group formats

REWARDS: Monetary and Non-Monetary

- Facilitate instant agent gratification with an integrated points system
- Leverage Alvaria Motivate's integration with a Gift Card Provider to quickly redeem points for tangible rewards; gain efficiency by removing manual processes and fulfilment
- Add variety with diverse Redemption features, including Live Auction and Raffle Wheel, and track rewards

GOAL SETTING: My Goals is the Behaviour Outcome Drive of All Game Activity

- Display My Goals to agents on all four of the user interfaces, made up of individual scorecards
- Set and communicate clear goals; agents and team leaders know what is expected of them
- Align agent activity with contact centre objectives, even when they change frequently and focus agents on the outcomes that matter the most to your contact centre

STATUS: Making Agents & Team Leaders Feel Important Among Their Peers Is a Valuable Motivator

- Tie "Leveling" to an agent's or team leader's goals, further driving organisational alignment
- Build status among employees, as the level indicators follow them wherever they appear within the platform

COLLABORATION & SOCIAL: Ignite Performance Through a Unified Communication Program

- Leverage peer-to-peer or team leader-to-agent collaboration to fluidly share best practices among the employee community
- Immediately correct course through the integrated team leader coaching platform, available directly in the user interfaces

RECOGNITION: Quickly Recognise Employee Achievements & Status Using Leaderboards

- Easily access dynamic leaderboards via several app stores to enhance value by leveraging public recognition
- Display Top Down or Peer-to-Peer results and push information easily and intuitively through the user's newsfeed
- Establish status among employees by making achievements visible to co-workers and up-line managers
- Increase agent motivation to complete training, and combat boredom and turnover by rewarding agents for new skills

LEARNING & TRAINING: Integrated Learning Management System (LMS)

- Accelerate training outcomes by leveraging game mechanics, design more engaging training programs and activities to improve motivation
- Upload existing content from a variety of formats, including: .XLSX, .Docx, .PPT, .MOV, .MP3, .PDF or create new content with flexible tools, such as: YouTube, Vimeo, Quizzes, Survey, eSign, WYSWYG Editor, etc.
- Link to scorecards: all training initiatives can be made into dashboard scorecards; Link to Coaching; all coaching sessions have a "fast link" to all training content within the LMS
- Identify knowledge gaps easily and launch training material from the unified platform or push training alerts to the desktop

COACHING: Help Agents Improve Performance to Meet Goals, Increase Engagement & Overal Results for the Team

- Provide assistance to under-performing agents with 'live coach' tools for business managers and team leaders
- Identify downward performance trends; filtering by scorecard value helps to isolate coaching efforts
- Easily locate performance gaps; so you can see where coaching is needed to move under-performing agents from the red to the green zone
- Allow agents to submit coaching requests, helping them achieve their targets and award Experience Points for team leaders and Spendable Points for agents on completion of a coaching session to encourage positive participation
- See the impact of a coaching session by tracking performance in the coaching window, and set follow-ups to promote continued improvement