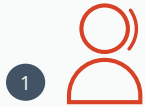


The Connection You've Been Missing

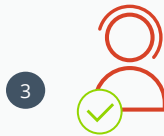
At Mattersight, we understand the power of personality. With the industry's largest database of customer behavioral profiles and advanced analytics, we help your customers have impactful conversations with your agents. The result? Sustained improvement in conversation outcomes for any type of contact center—and a measurable impact on your bottom line.



1
A customer calls your contact center and is routed to the pool of agents skilled to handle the call



2
Mattersight instantly searches its proprietary behavioral database to determine the customer's communication style



3
Customer is routed to the agent in the pool who has the best predicted performance for that communication style

How Predictive Behavioral Routing Drives Outcomes



Enhance Conversations

Support more productive and positive conversations with your customers.



Supercharge Business

Realize measurable growth or cost reduction with performance based pricing.



Improve Agent Performance

Reduce unwanted turnover while realizing contact center performance improvements.

Why Enterprises Choose Mattersight

Fortune 50 Telco Company

- 8.5% increase in sales close rate
- \$6 million annual increase in lifetime customer revenue
- 10% decrease in average handle time

Fortune 100 Healthcare Company

- 5.8% decrease in average talk time
- \$6.4 million annual program savings
- Predicting member satisfaction on 100% of phone conversations

"Mattersight offered something no other company did [which was to] align our customers and agents in a way that creates an experience that differentiates us and makes the customer appreciate the relationship with us."

—Vice President, Forecasting & Financial Excellence
Fortune 50 Telco

Let's talk about what Mattersight and Predictive Behavioral Routing can do for your business.

Calculate the impact at go.mattersight.com/calculate