

# Make EX your competitive advantage

Deliver client results while optimizing efficiency

**Enabling** and **engaging** your agents & supervisors is challenging.



**The agent experience** is fragmented



**Coaching processes** are too manual



**Performance, training and development** don't inspire change

With Central, there's a better way.

Deliver an **engaging, personalized, AI-guided experience.**



Increase productivity



Improve stack rank

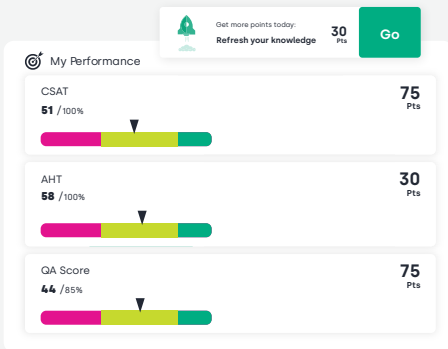


Avoid penalties



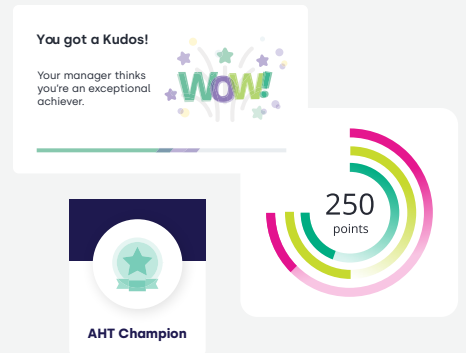
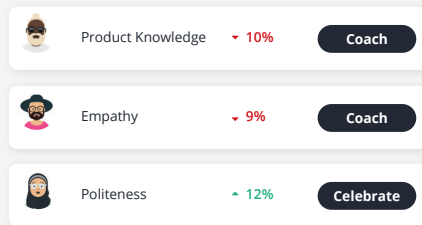
Improving client satisfaction for 8 of the top 10 BPO service providers

**Unlock new revenue streams with the leading employee performance experience platform**



**Empower supervisors to efficiently and effectively coach their teams**

- Real-time performance visibility
- Automated follow-up recommendations
- GenAI-powered quiz and feedback summaries



**Reward progress through a full suite of recognition tools**

- Milestone achievement badges
- Supervisor and peer kudos
- Redeemable rewards & virtual store

**Align, enable, and engage agents for success**

- Dynamic gamified KPIs
- Personalized learning missions and role-play simulations
- AI-driven knowledge refreshers
- Voice of employee micro-surveys



**Plus! Easily share and track client updates with GenAI content creation**  
Instantly transform existing content into engaging microlearning experiences!

**IT'S TIME FOR CHANGE**



Agents and supervisors **expect more**



One-size-fits-all measurement **doesn't work**



Ineffective training leads to **low proficiency and attrition**