

# ethosIQ High Tech Case Overview



## Client Specifications:

- (1) Home-Grown Voice/Email Distribution System
- (18) Sources / Servers
- Hosted WFM
- (6) Outsourcers
- Monitoring 4000 Agents
- 81 Million Customs

## Resolution:

- Cloud Based
- Installation of Single Collector (CEP)
- Correlation of agent interaction from all sources into a single agent ID
- Provided a single real-time state of agent
- Single Historical Feed
- Single Enterprise View

## Effects:

- Reduced Cost
- Increased Efficiencies
- Maintained Capacity for Growth & Change
- Enhanced Customer Experience