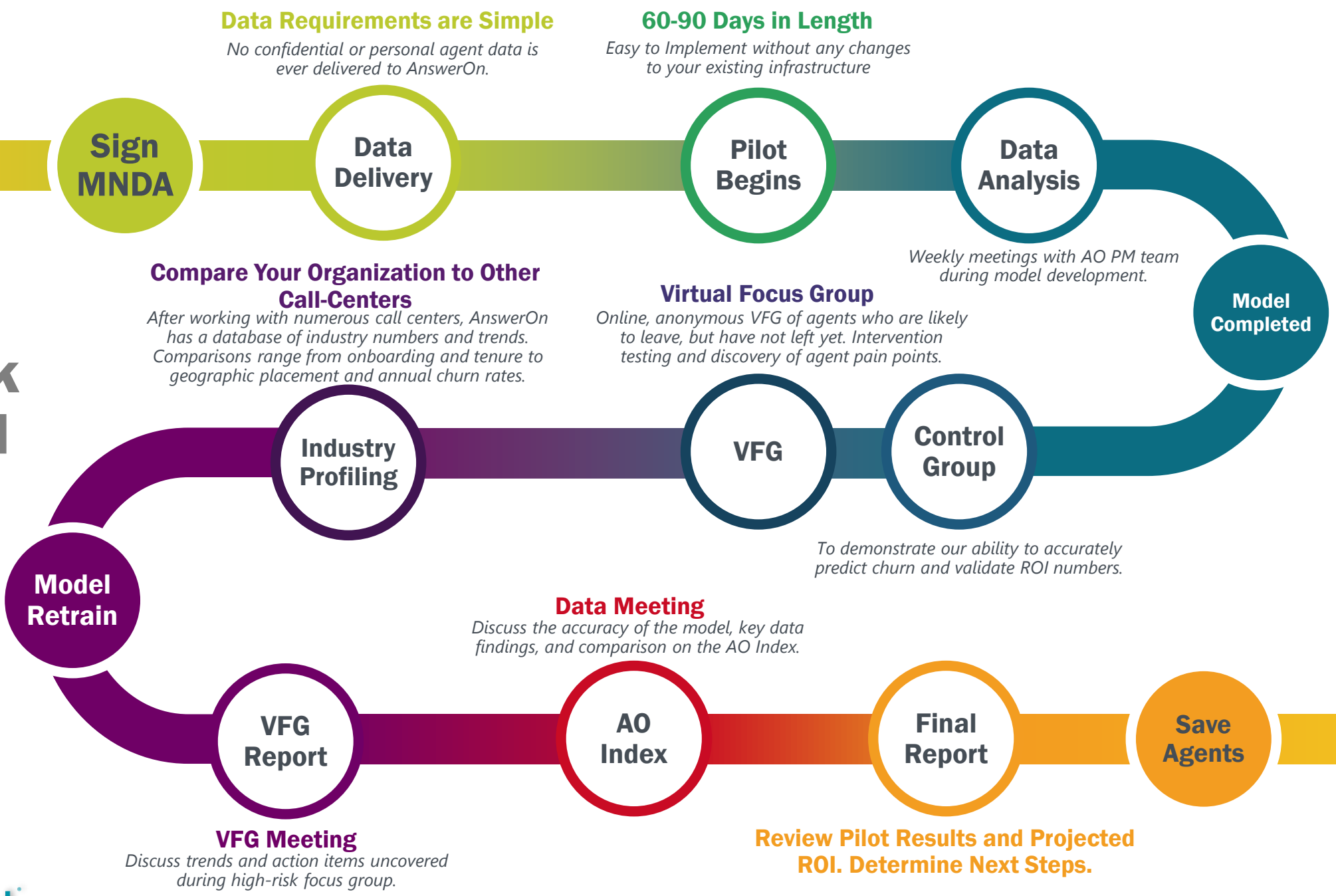


AnswerOn Money-Back Guaranteed Pilot

AnswerOn guarantees our ability to identify high-risk agents and predict who is likely to churn.

If upon Pilot Completion, we were unable to build a model which could accurately predict churn for your call center, your Pilot fee will be refunded to you.



Data Requirements are Simple
No confidential or personal agent data is ever delivered to AnswerOn.

60-90 Days in Length
Easy to Implement without any changes to your existing infrastructure

Compare Your Organization to Other Call-Centers
After working with numerous call centers, AnswerOn has a database of industry numbers and trends. Comparisons range from onboarding and tenure to geographic placement and annual churn rates.

Virtual Focus Group
Online, anonymous VFG of agents who are likely to leave, but have not left yet. Intervention testing and discovery of agent pain points.

Weekly meetings with AO PM team during model development.

To demonstrate our ability to accurately predict churn and validate ROI numbers.

Data Meeting
Discuss the accuracy of the model, key data findings, and comparison on the AO Index.

VFG Meeting
Discuss trends and action items uncovered during high-risk focus group.

Review Pilot Results and Projected ROI. Determine Next Steps.