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Alvaria Motivate™
The Right Information for the Right User with Role-Based Interfaces

Alvaria Motivate has multiple interfaces, including Public and Distinct-User interfaces, to engage team members and business users across the company at the right level. Getting everyone involved is critical to move from Usage and Adoption to true Engagement with the platform and with the organisation.

A Complete Motivation Machine for the Entire Organisation

Choose from one of five distinct user interfaces to create the environment that most engages your team. If your team is collaborative, show progress bars. If they're competitive, show leaderboards. Each level is tailored to give the user the right information in the right format to drive motivation.

Public Interface: CTV Leaderboard

- Leverages existing contact centre hardware (such as TV displays) and appears on the Agent desktop
- Get the TV Leaderboard App in Google Play & Amazon App Store
- Eliminates the need for a Whiteboard and manual tracking
- Updates in near real-time to reinforce the desired behaviour, resulting in the replication of those behaviours

Player Interface

- Compete in Competitions
- Engage with Peers
- Be rewarded with prizes
- Have Weekly Goals
- Participate in Coaching Session(s)
- Level up

> By layering multiple interfaces across the entire employee hierarchy, we are able to leverage the full spectrum of game mechanics to ensure maximum organisational engagement. We get information at a glance on the dashboards, to immediately see which employees need attention, whether positive or negative. Alvaria guarantees that all targeted audiences will have an easy and interactive way of staying up to date with performance stats, specific business targets, and overall company objectives.
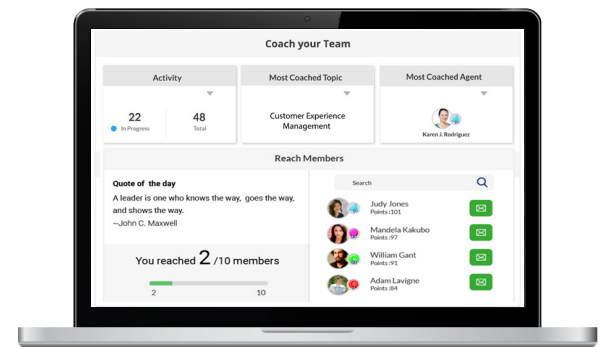
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Supervisor Interface

- Monitor agent goal progress
- Initiate Competitions
- Broadcast messages to teams
- Coach agents
- Initiate Personal Record or Company Record effort
- Level up
- Generate and assign lesson content to agent(s)
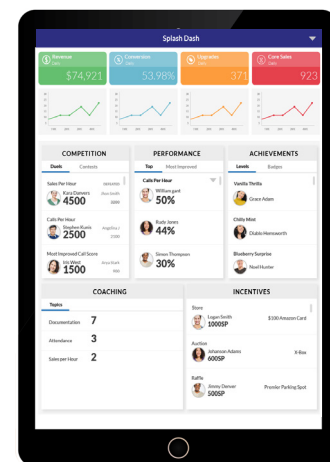- Administer surveys & quizzes

Business Manager Interface

- Coach Agents
- Reach Out with recognition
- Monitor Agents & Supervisor goals
- Monitor Normalisation factors
- Campaign and Sector Reporting
- Set Redemption Events
- Evaluate Coaching effectiveness

Enterprise Level Interface

- "Splash Dash" shows highlights of all engagement activities from the previous day
- Macro & detail view of all organisational game mechanics
- Break out by Sector
- Use "Reach-outs" to engage specific employees
- Establish and set performance Triggers

About Alvaria™

Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

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