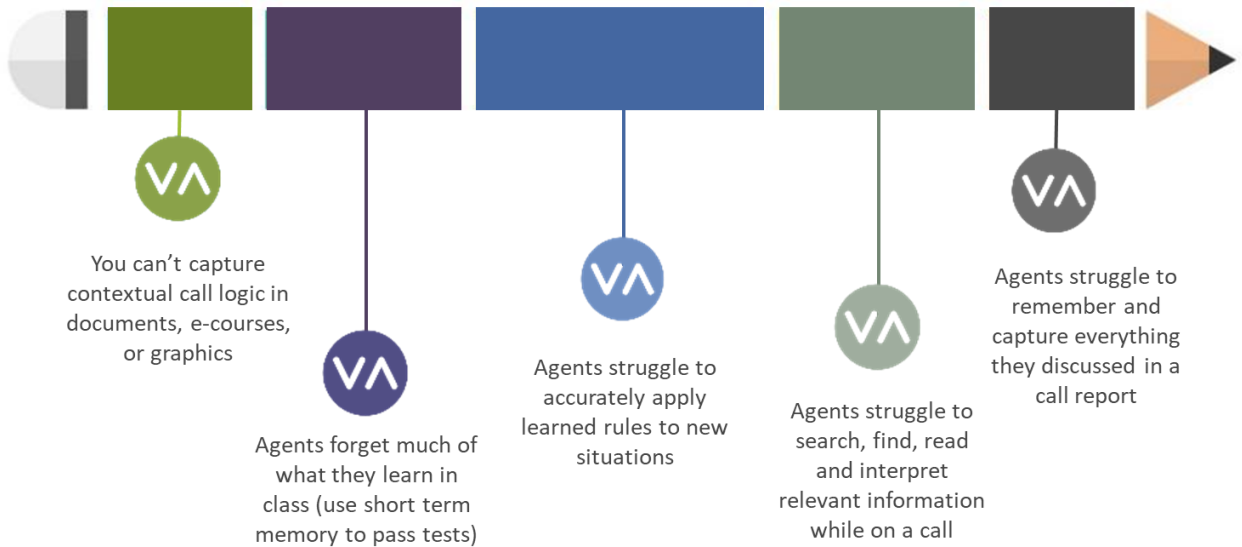
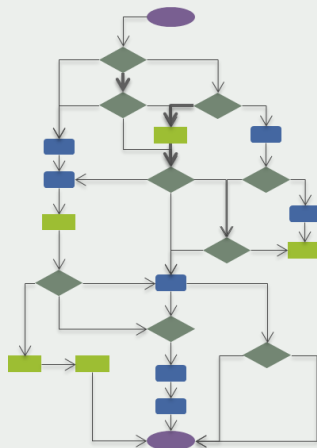


# Why traditional approaches to Contact Centre Agent training and support are no longer working

## Investing more into training and improved knowledge bases



## Capturing more call logic into decision tree scripting tools



Time consuming to build



Time consuming to maintain



Difficult to map the many contextual variables and possibilities impacting every decision



Difficult to link decisions that may influence other decisions in other processes

## Have you considered offering your agents a real-time Call Navigator?



Reduces agent training



Improves AHT



Reduces QA effort



Improves FCR



Improves NPS



Ensures compliance

For more on Call Navigators, check out [www.clevva.com](http://www.clevva.com)