

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 organization.

A Complete Motivation Machine for the Entire Organization

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 center 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
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- Updates in near real-time to reinforce the desired behavior, resulting in the replication of those behaviors



Player Interface

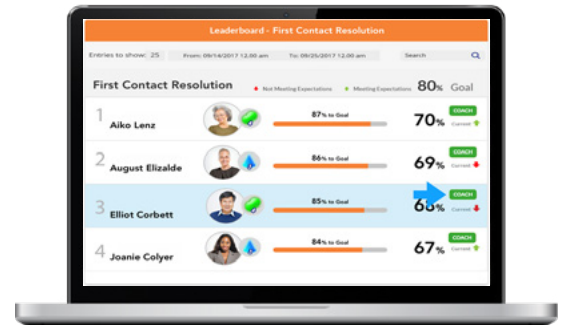
- Compete in Competitions
- Engage with Peers
- Be rewarded with prizes
- Have Weekly Goals
- Participate in Coaching Session(s)
- Level up



“By layering multiple interfaces across the entire employee hierarchy, we are able to leverage the full spectrum of game mechanics to ensure maximum organizational engagement. We get information at a glance on the dashboards, to immediately see which employees need attention, whether positive or negative. Noble 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.”

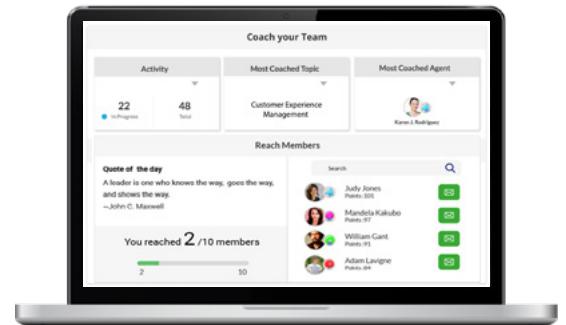
Supervisor Interface

- 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 Normalization 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 organizational game mechanics
- Break out by Sector
- Use “Reach-outs” to engage specific employees
- Establish and set performance Triggers



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About Alvaria

Alvaria was founded through the merger of Alvaria Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for “hives” – nature’s perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.