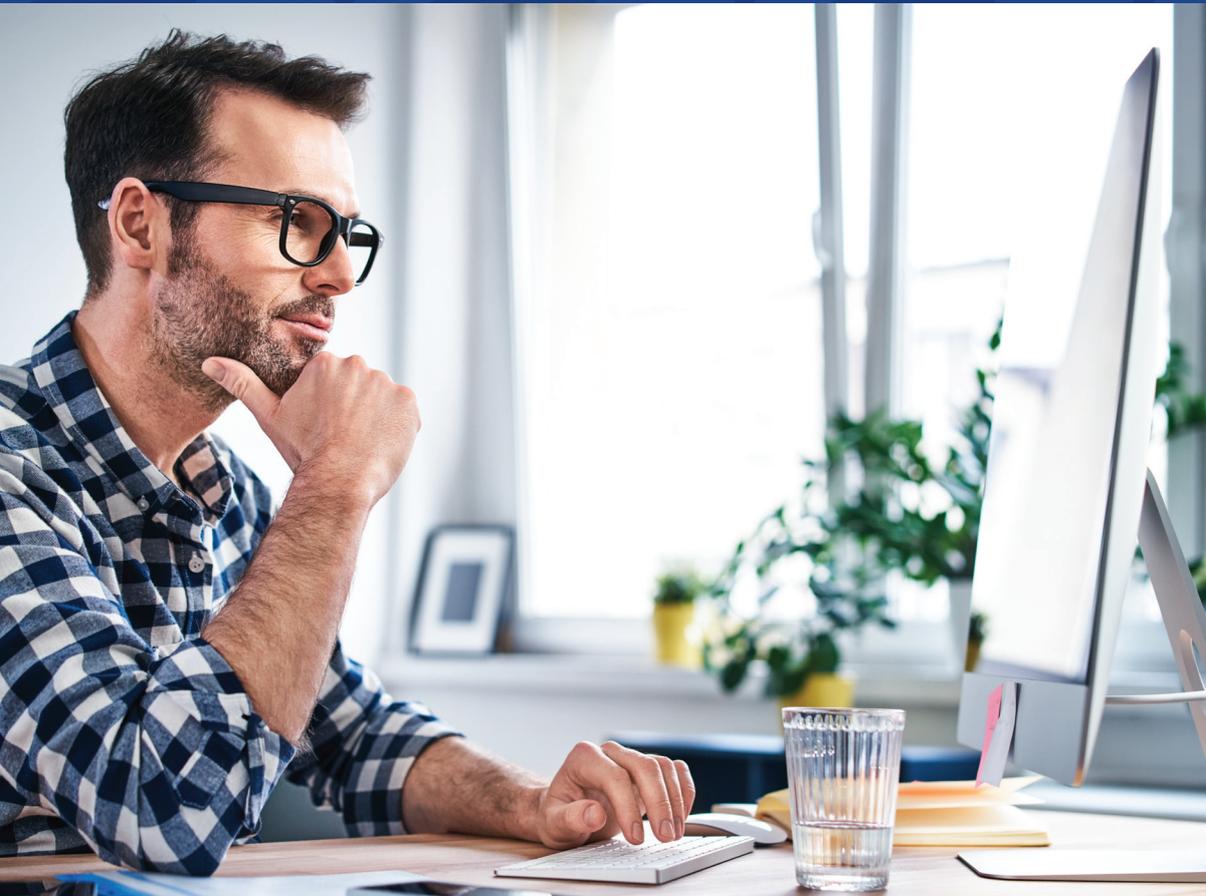


IGT Work-at-Home (iWAH)

360 Degree Home Agent Management



'Work-at-Home' is a new normal in today's world. Organizations outsourcing their work to Business Process Management (BPM) companies are actively adopting this model to save costs and bring agility in their business operations. It provides them with the necessary flexibility to scale up or down the processes based on capacity need.



By 2028, **73%** of all departments will have Work-at Home.*



iWAH

Customized solution to enhance customer and employee experience

IGT Solutions (IGT) provides a secure and flexible Work-at-Home omni-channel contact center solution called iWAH. It utilizes the latest technologies to connect the remote workforce and deploys best-in-class tools for e-hiring, e-learning, quality, SLA attainment and WFM.

iWAH is powered by a comprehensive process that is driven by specific risk assessments and global standard data protection policies leading to data security.

IGT follows a systematic approach for an end to end workforce management to enhance employee and customer experience.



Virtual Recruitment



Quality By Design



Online Training



Virtual Team Engagement



Centralized WFM



Business Compliance



Multi-layer Governance



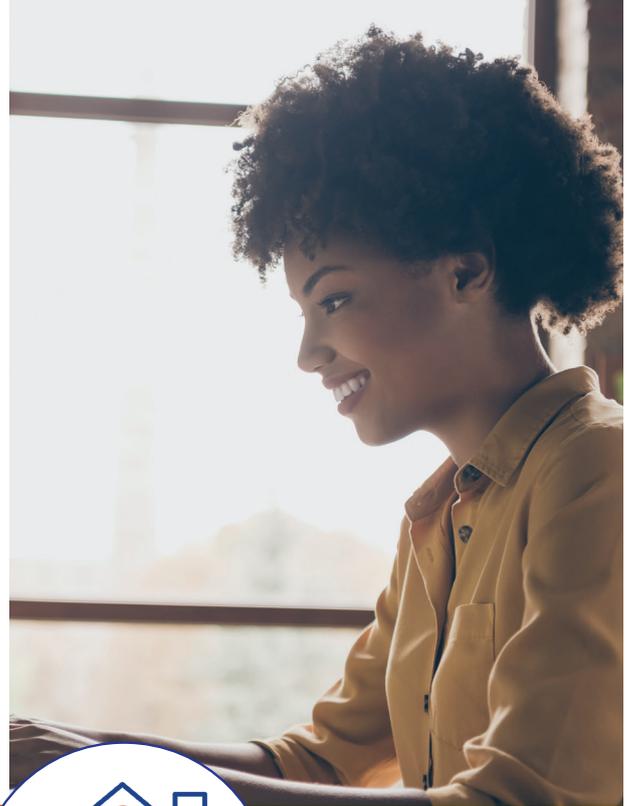
Secure Infrastructure

Key Features

- End-to-end remote workforce management
- Real-time updates to agents
- Secured connectivity
 - Two factor authentication
 - Strong encryption
 - Access to process specific application and tools
 - System access limited to office use
- Fully PCI-DSS compliant
- Secured posture validation
- Video analytics to ensure secure surveillance

Benefits

- Increased productivity
- Access to global talent pool
- Improved employee satisfaction
- Improved customer satisfaction
- Lower attrition
- Flexibility to address seasonal volume spikes
- Ongoing and active business continuity
- Commercially cost-effective



Intelligent Video Analytics (IVA)

Enabling Secure Work-at-Home

IGT has developed an AI powered video analytics solution which can be used to monitor agents in real-time. Solution is capable of performing the following activities:

Security & Compliance

- Facial recognition
- Data & information
- Assets & policies

Remote Inspection & Monitoring

- Live agent monitoring
- Live work force command center

AI & ML Powered Identification

- Real time alerts and notifications

Analytics & Business Insights

- Pattern recognition
- Agent productivity intelligence

Tools & Technologies

End-to-End Home Agent Management

AVAYA



mettl

/forio

copc

VERSANT



NICE

Minitab

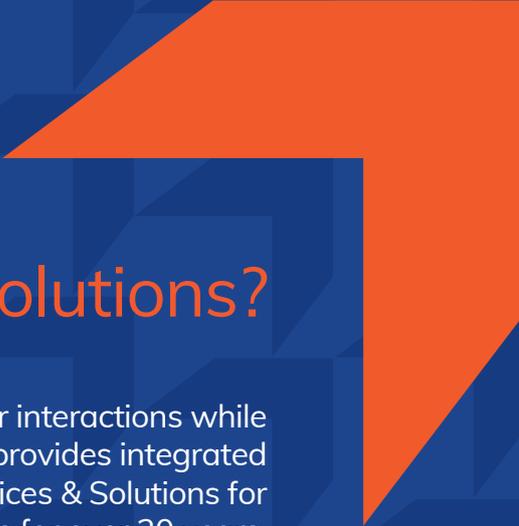
Power BI

PROHANCE

Taleo

SAP Litmos

VERINT



Why IGT Solutions?

Committed to simplify complex customer interactions while delivering a seamless experience, IGT provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 20 years.

Managing highly differentiated customer experience for 75+ marquee brands globally.

Employs more than 13,500 customer experience and technology specialists in 5 continents, has 19 state-of-the-art delivery centers, and worldwide operational presence.



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