

# Contact Centres are only as good as their people

**There's no doubt that you're in a competitive industry, and one where individual staff performance is critical to success.**

- Would you like to increase productivity and profit?
- How would more focused and motivated staff impact on your bottom line?
- Do you want a more healthy, resilient workforce?
- Do you want confidence boosters and stress management tools?

Be Intent is proven to be highly effective and affordable engagement tool that directly impacts on your Contact Centre environment and your results.

*"Makes me focus on me for a change, and lets me take control of my work day, rather than it taking control over me"*

*"Be intent is better than a cigarette break"*

"Many organisations are seeking an effective way to support staff this year as they ask staff to 'step up' individual performance to meet increasing business demands. We have developed a new range of tools around internal performance and practical solutions to help staff manage stress and keep motivated and focused."

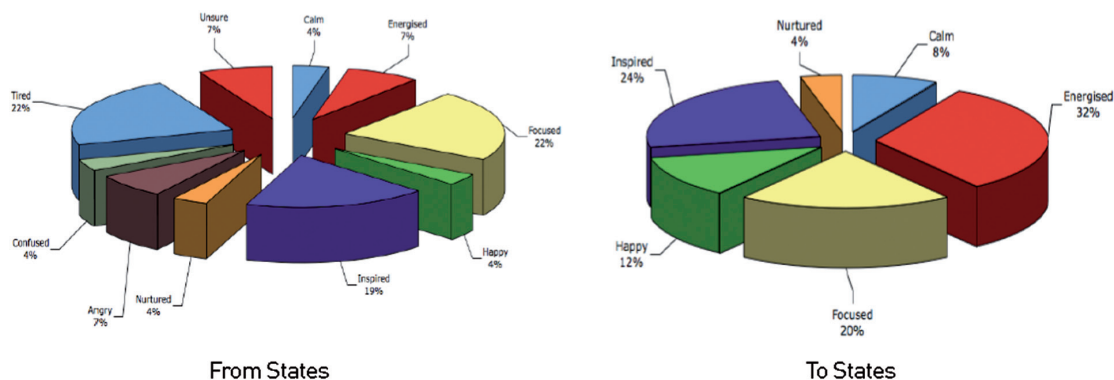
Suzanne Hall MNZM - Founder beintent.com

## Mood and performance

Do you know the mood of your Contact Centre?

It's a very personal business and Contact Centre staff by nature are great networkers and communicators, but how do you know how staff mood impacts on the profitability of your Contact centre?

Results show that **42%** of staff are turning up to work tired!



**75%** of staff are looking for *energy, focus, inspiration...*

What does your Contact Centre currently do on a daily basis to help staff achieve this?

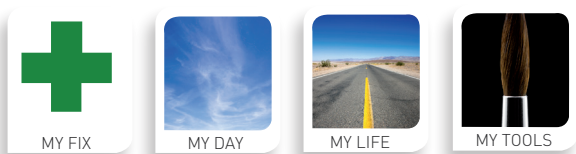
How would energetic, focused staff improve your bottom line?

BE Intent.com is a desktop engagement program that has tools specifically designed and proven in Contact Centres to help your agents make the most of each call and their day.

Personalised to each staff member, our program helps staff take control of their state-of-mind and each call. Exercises help inspire, motivate and enable staff to improve customer service and support. Confidence boosters and stress management tools help uplift mood and energy, and refocus staff when dealing with difficult customers.

### With Be Intent we've removed the barriers to a happy and more resilient Call Centre environment:

- Tools & exercises are personalised to each staff member & each day
- Affordable, effective and measurable
- Immediate & easy to implement
- Fun and interactive preventative DPI exercises (discomfort, pain and injury)
- Personal planning, organization & communication exercises
- Health, nutrition, immune boosters and fitness motivators
- Home & Office tools, available 24/7
- All delivered direct to the desktop



We can also customise content for your business - incorporate existing wellbeing initiatives, communicate your company mission and values, or special messages from your CEO or managers that inspire and engage on a personal level.

### Personal & Self Administered

We use innovative technology to deliver personal wellbeing direct to desk-bound employees when they need it. All training, interactions and tools are web-delivered which means it's efficiently & effectively rolled out to all staff. There is no down-time or internal resource required to implement our programme. Our programme is about giving staff personalised tools, know-how and motivation to choose to be healthy and happy on a daily basis. There are tools for both home and office use. Support on a daily basis and then bigger picture tools to help staff with all areas of their life with personal planning and support resources around finances, relationships, learning, creativity and more.

### Flexible Pricing

We offer a customised package for your organisation from **\$1.50 per user, per week.**

1000 plus staff	\$1.50 per week
500 - 1000 staff	\$2.00 per week
1 - 500 staff	\$2.50 per week

That's an effective, personalised and measurable well-being solution. Monthly subscription per employee means no large up-front costs or long-term contracts; you only pay for staff who continue to use and benefit from the programme.

**Discounts are available for yearly subscriptions.**

### Staff Health & Productivity

Low levels of health and wellbeing among employees impacts directly on business productivity through lower employee efficiency and higher rates of absenteeism, presenteeism and stress. Businesses adopting the Be Intent wellbeing programme can reverse these productivity losses. There is also additional payoffs, including increased employee engagement and satisfaction, and lower rates of staff turnover. Ultimately an investment in employee health and wellbeing is an investment in a business's bottom line.

### Employee Engagement

Research shows that 'engaged' employees generate a return on assets 95% higher than their less-engaged counterparts, generate sales per employee 68% higher, and are 29% more likely to stay with their current organisation. Research also shows and has established that on average only three in ten (30%) employees are 'engaged' in their work. BE Intent's online programme is about helping staff be engaged in their work, but also their day and life. This means staff are focused and motivated on a daily basis, with incredible impact on performance results.

### Effective, fun, at-desk wellbeing

Our programme is about small but consistent habits that improve overall health on a daily basis. Proactive health exercises are delivered to the desktop every hour, to help reduce and relieve discomfort, pain and injury (OOS & RSI). Easy and effective exercises and reminders to drink water, eat fruit, take micro pauses to refocus and de-stress, correct posture, and other personally selected health motivators encourage staff to take responsibility and actions for their own health and wellbeing. All content is designed and developed here in New Zealand and we pride ourselves on providing a tool that staff want to use.