ServSecure

Improving remote agent productivity and data security

The pandemic has accelerated the need for organizations to adapt to the work from home (WFH) model around the globe with far-reaching implications! Most organizations have successfully managed to switch to remote working in a short period. Remote working has its unique set of challenges - Will the work from home model impact employee productivity and morale? How do we ensure customer data security? How do we monitor employee activity individually or as a whole?

ServSecure – Remote Workforce Monitoring Solution

Servion's ServSecure is a remote workforce monitoring solution that improves employee productivity, ensures data security, and facilitates seamless collaboration. ServSecure helps organizations adapt to remote work model with ease and confidence by providing better visibility and analysis of their remote employees.

Key Features

Employee face detection to prevent impostors

Detects mobile phones / cameras & automatically blurs the desktop

Flexible deployment options – cloud or hybrid in a few days

Monitors employee productivity – time spent on work, social media or games

Ability to track login-hours, breaks, absenteeism and idle-time

Role-based access to monitor team's performance

Customizable reports that can be sent to mailbox in scheduled frequencies

Key Benefits

01

Improves employee productivity and helps discover productivity insights with apps, website, and time tracking

02

Improve data security with face detection, device detection, and desktop monitoring capabilities

03

Better collaboration by integrating with existing contact center and collaboration tools

04

Improves operational efficiency and control for supervisors with access to customizable reports, real-time alerts, and notifications

The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

SERVION

For more information, contact **marketing@servion.com**

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.

Learn more at **servion.com**
Follow us at **linkedin.com/company/servion-global-solutions**