**Leaptree**

Leaptree Explained

# Why work with Leaptree Optimize?

Neil Young, CEO

# Reasons to choose Leaptree Optimize

## Simple, no-code setup

Easily build and configure custom scorecards, out-of-the-box. Get started in minutes.

## Native to Salesforce

Get started without the need for APIs or hassle with external integrations. Built 100% inside Salesforce for ease, data compliance, and security.

## Technical Support

Get highly detailed, expert support when you need it. Our Leapforward onboarding programme means you'll be up and running in no time.

## Major Savings

Free-up valuable time from your Call Center Managers, QA and CX teams.

# Customer Success

The efficiency gains brought about by Leaptree Optimize and its ability to streamline our quality workflows, allow me to focus on what matters most: the development and success of my team.

Gale Largy
Employee Development Manager

AIR CANADA CARGO

Leaptree Optimize has given me back days worth of time. I'm now able to allow my QA Specialist to focus on scores and I can focus on growth and scaling.

Kate Keipp
Menu QA Lead of Restaurant Operations

ChowNow

LeapTree has been a valuable asset in serving our Quality Assurance and CSAT review needs. Their platform is user-friendly and has helped us streamline our processes, leading to increased efficiency and customer satisfaction. Overall managing and adjustments have been straight forward and served our needs.

Jon Wood

CFA Institute

# Enabling Your Success

## LeapForward Onboarding

Hassle-free, guided onboarding to help get you started. This includes building out a custom product configuration, training, a rollout checklist, and commit to go-live.

## Premium Advisory Services

Once you're up and running, get hands-on expert advice from a technical product specialist to get the most from Leaptree for your particular set up.

## Core Product Support

Hit an issue or bug with the product? Log a ticket with our Support desk and we'll get it resolved ASAP.

## Professional Services

Get the help you need to implement best practices for your specific project from our team of Leaptree product and Salesforce experts.

## Knowledge Base

Access the Leaptree Knowledge Base for documentation, video tutorials, and product information webinars.

## Leaptree Blog

Read the latest articles on RevOps, Sales, CX, and QA on our blog.

# Fantastic Features

# Fantastic Features

## Automate and enhance your CX quality management program.

Access fully customizable CX QA dashboards and advanced reports, within a few clicks. Identify areas that need attention at a glance. Automate whatever you need to monitor from phone calls, web chats, email threads, and Zoom calls. Cut time spent on QA assessments by 50%!

## Get vital insights with smart QA scorecards.

Evaluate, empower, and improve agent performance with intelligent QA assessment automation (no developers needed!). Build powerful, dynamic QA scorecards in the blink of an eye. Leaptree Optimize runs 100% within Salesforce for easy configuration and without the hassle of external APIs and integrations.
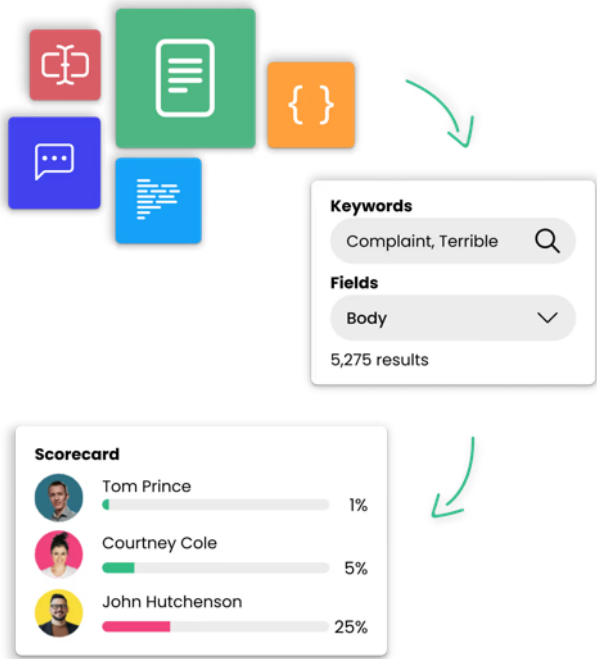
## Calibrate for consistent evaluations.

Use QA Calibration to compare evaluator responses and ensure that scorecard markings are standardized, fair, and consistent – no matter who's doing the scoring.
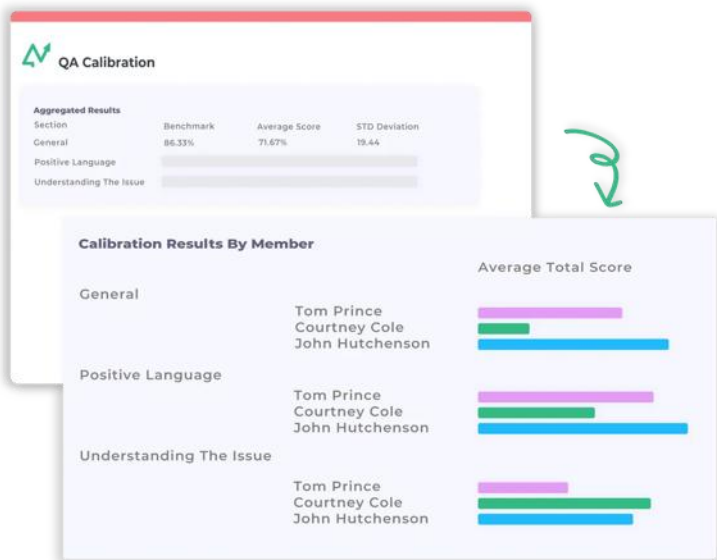
## Large Text Analysis.

Sift through a vast ocean of customer interactions to identify CX issues, be it through call transcripts, emails, tasks and web chats.

## Skills Based Approvals.

Elevate CX Quality Management with automated approval control based on skill level. Take advantage of Dynamic Skills Assessment and Enhanced Efficiency to boost Skills based approvals.
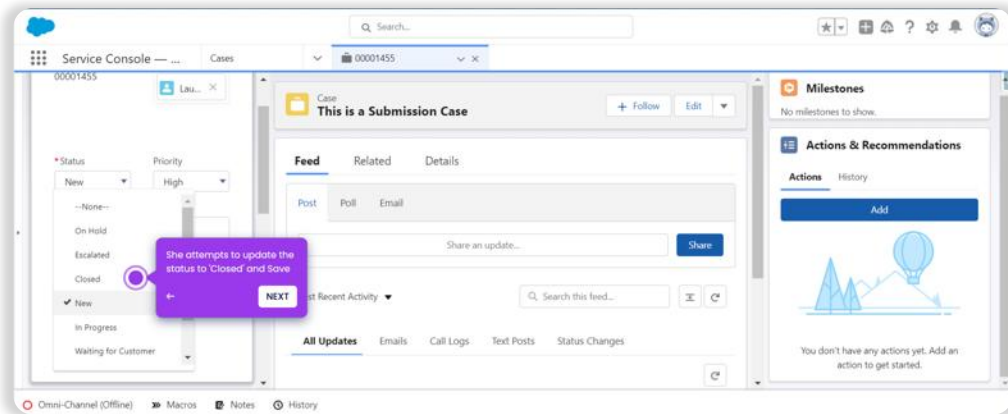


## Self Assessments.

Elevate your insights and transform customer interactions. Empower your teams to take charge of their growth by enabling them to self-assess their engagements effortlessly. Foster a culture of accountability and awareness as team members gain insights into their performance. Drive greater buy-in and alignment with organizational goals.
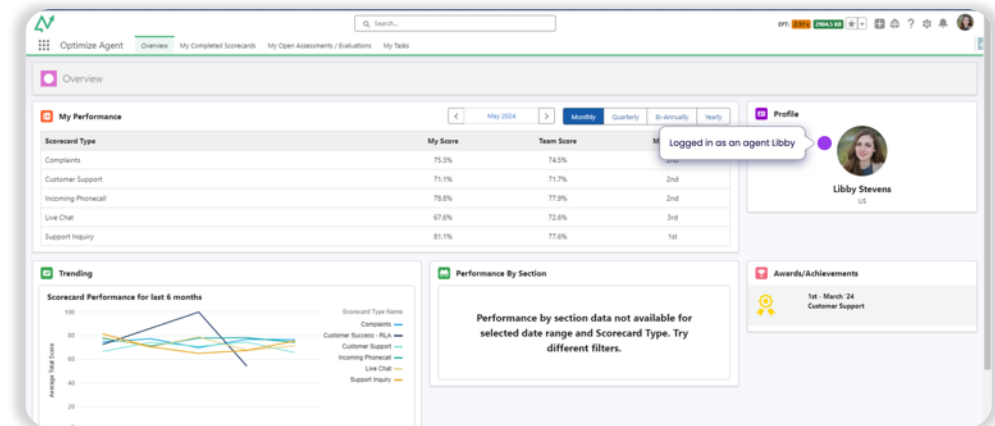
## Recommended Learning Actions.

Revolutionize CX QA by dynamically identifying skills gaps, prompting proactive professional development for elevated customer support standards.
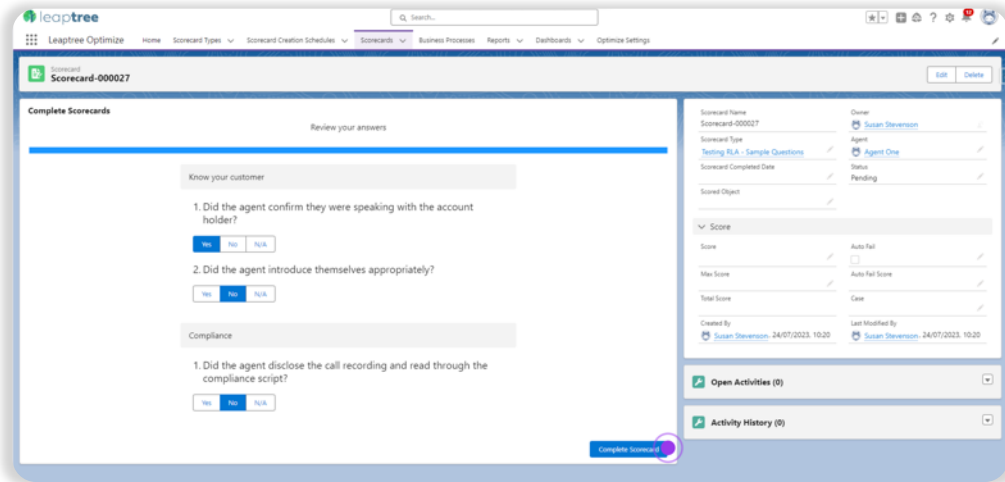


## Screen Recording App.

Record your CX Agents screens while they are engaged with your customers to enable you understand knowledge gaps and training opportunities, ensuring your call center agents have everything they need to be successful!
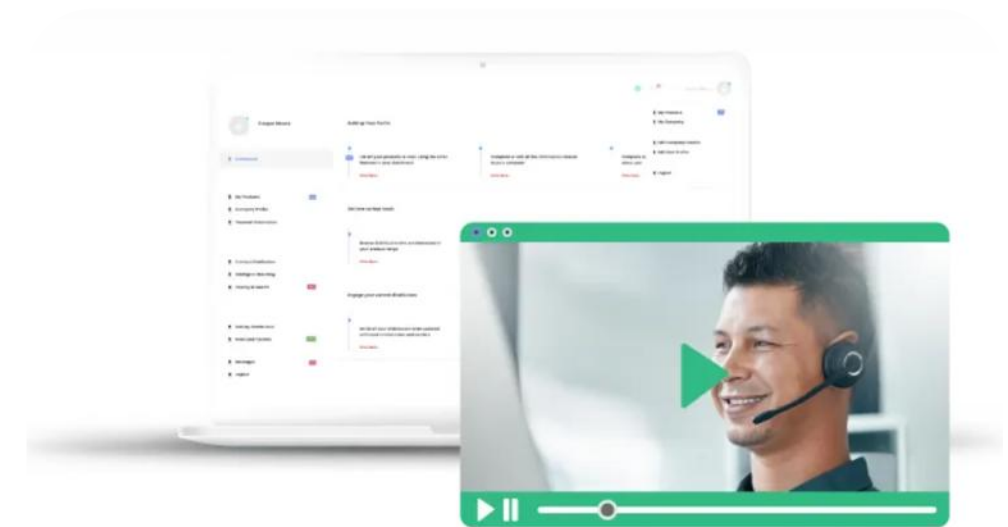
# Book a Demo today

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