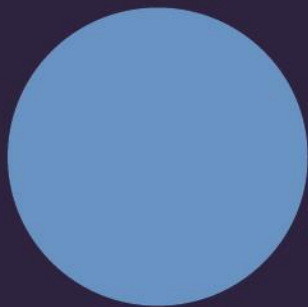




Optimize pricing and features

Motivating peak performance from your CX teams!



Pricing

Leaptree Optimize

The CX Optimization Platform for Salesforce

Professional	Enterprise
Designed for CX Organisations moving their QA processes from Spreadsheets to a digital platform	Designed for CX Organisations moving their QA processes from a digital platform to an AI-Powered platform
<ul style="list-style-type: none"> Up to 10 CX evaluators Up to 100 CX agents Professional edition features 1-hour Advisory Services/mo <p>Starts at \$900/mo</p>	<ul style="list-style-type: none"> Up to 10 CX evaluators Up to 100 CX agents Enterprise edition features 1-hour Advisory Services/mo AI-Powered CX QA Engine! <p>Starts at \$1,800/mo</p>
Additional CX Evaluators at \$90/mo	Additional CX Evaluators at \$110/mo
Additional CX Agents at \$10/mo	Additional CX Agents at \$10/mo
Professional features: <ul style="list-style-type: none"> Omni-channel QA scorecard assessments Automated QA scorecard scheduler No code QA scorecard builder Customizable reports and dashboards Separate agent and evaluator apps CX agent gamification Even distribution Infraction rules Tasks Disputes QA calibration 	In addition to Professional: <ul style="list-style-type: none"> Recommended learning actions Skills based approvals Large text analysis Self-assessments Rewards & Upsells Optimize.AI ^[New!]
<i>In addition, once-off professional onboarding fees are required of \$3,500.</i>	<i>In addition, once-off enterprise onboarding fees are required of \$5,000.</i>

Leaptree Optimize.AI Credits

Bronze	Silver	Gold	Platinum
Up to 25,000 interactions per month	Up to 50,000 interactions per month	Up to 100,000 interactions per month	+100,000 interactions per month
AI is used on up to 5 Scorecard Types	AI is used on up to 10 Scorecard Types	AI is used on up to 20 Scorecard Types	+20 Scorecard types used in AI
\$2,000 per month	\$3,800 per month	\$6,500 per month	Custom Quote
In addition, once-off professional onboarding fees are required at \$5,000 per scorecard type AI configuration			



Feature details

No-Code CX QA Scorecard Builder

Build out your CX QA Scorecard templates without the need for coding skills.

Automated CX QA Interactions Sampling

Setup all your scorecard samplings with our intuitive Scorecard Scheduler builder.

CX QA Scorecard Assessments

Manage and run your CX QA assessments all within Salesforce.

Separate Apps for CX Agents and Evaluators

Evaluators and Agents each have their own distinct Apps within Salesforce to manage their relevant CX QA work.

CX Agent Gamification

Drive performance with leaderboards, badges, and other game elements to keep the whole team engaged, happy, and motivated.

Even CX Agent Distribution

Ensure scorecard assessments are spread appropriately by enabling agent distribution.

CX QA Agent Tasks

Create actions for your agents to complete, based on gaps within their skillsets, identified through their CX QA assessments.

CX QA Scorecard Agent Disputes

By enabling this feature, agents can dispute scorecard results with specific details.

CX QA Calibration

Helps QA program managers to objectively assess CX Evaluators to improve their ability to provide great CX assessments.

Reject and Replace Scorecards

If enabled, this feature will allow evaluators move on from an assessment without completing, once reasoning is defined.

Scorecard Approval Workflows

You may wish to enable this to ensure assessments are passed to line managers in advance of their CX agents, for example.

Salesforce Security

100% embedded within the salesforce security model.

Salesforce Reporting

100% embedded within the salesforce reporting model.

Recommended Learning Actions

Pro-actively identify skill gap trends, prompting proactive professional development for elevated customer support standards.

Skills Based Approvals

Efficiently control documents, emails, and other important customer communications based on employee skill level.

Large Text Analysis

Uncover signs of customer dissatisfaction without trawling through calls, emails, and transcripts. Detect specific keywords. Conduct comprehensive case analysis.

Self-Assessments

Empower your teams to take charge of their growth by enabling them to self-assess their engagements effortlessly.

Rewards & Upsells

Reward CX target achievements with bonuses; empower your agents to upsell with appropriate commission payments.

Optimize.AI

Ramp up your CX QA coverage while reducing evaluator effort with our AI-Powered Auto QA and Auto Flag features.

Leaptree.com

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