Leaptree

Leaptree Explained

Why Leaptree.AI for BPOs?





Reasons to choose Leaptree.AI

Simple, no-code setup

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

Built Inside Salesforce

Get started without the need for APIs or hassle with external integrations. Built 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.

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 CX, AI and QA on our blog.

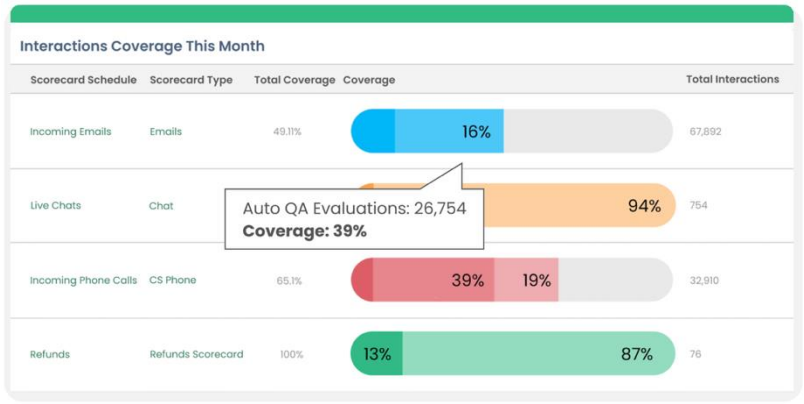


Fantastic Features

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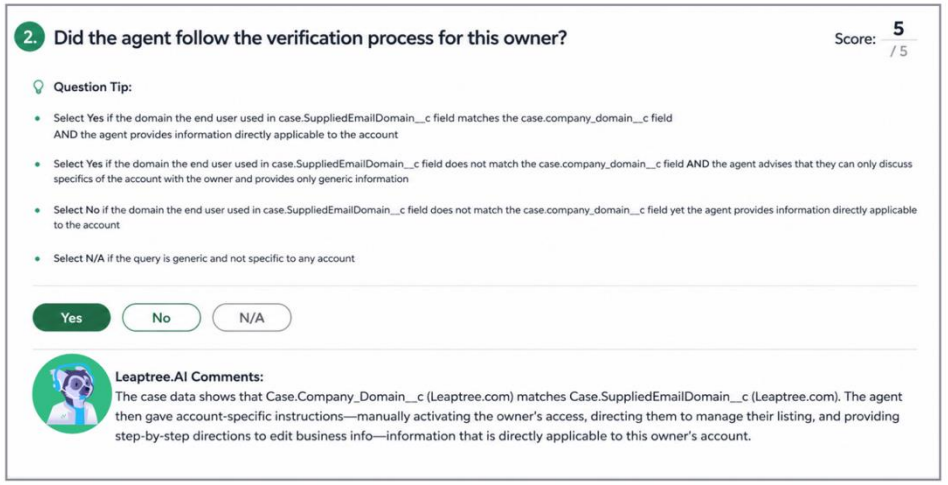
BPO / CX Agent Insights / Quality Management

Auto-Score all of your agent interactions to understand how they are performing for each client. Surface up these scoring metrics to identify the performance levels of your agents.



BPO / CX Agent Insights / Compliance Checks

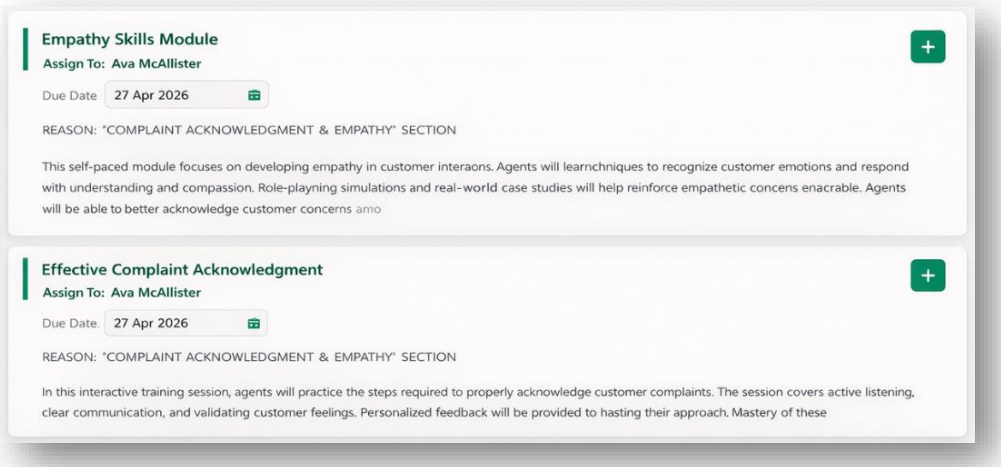
Ensure your agents are following each of your client's unique compliance requirements to the exact level of detail required. You can build out a compliance section within the scorecard template [no-code] and then link each of the scorecard questions, within this section, to their compliance documents. We then highlight any non-conformance to be addressed.



Fantastic Features

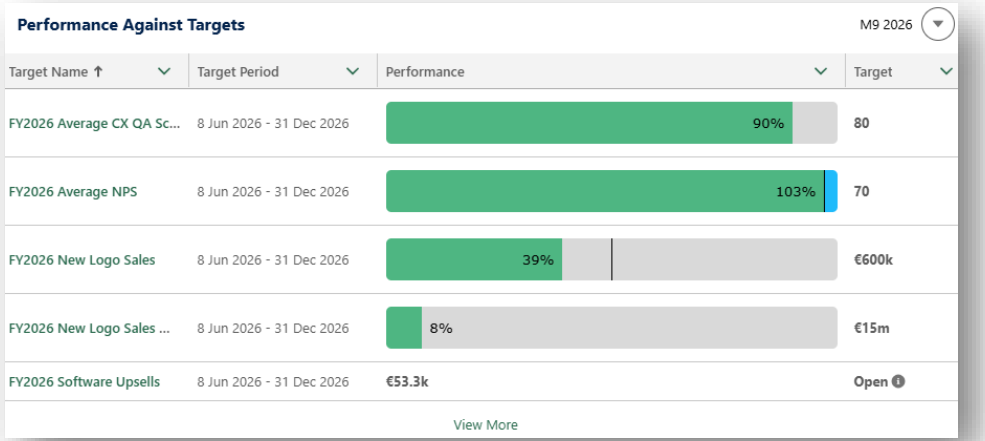
BPO / CX Agent Insights / Training & Development

With these scoring metrics, we can now automatically identify learning programs for each of the agents, which can then be managed and tracked at the team leader level.



BPO / CX Agent Insights / Performance Tracking

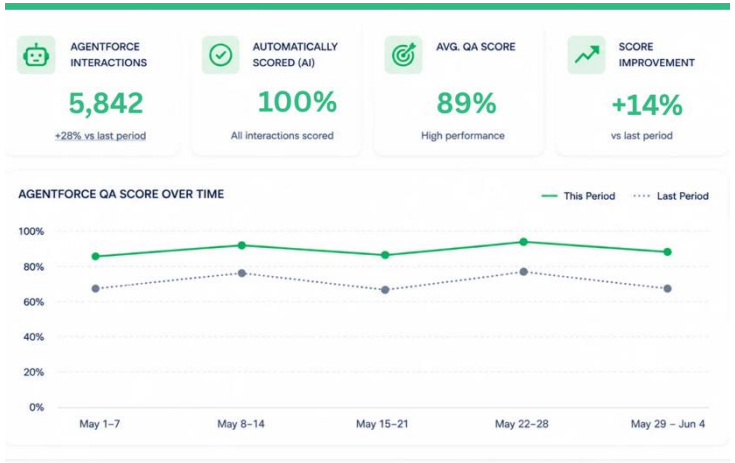
You can build out gamification initiatives for each of your client teams, to recognize top three performers for each client, every month, for example. You can also setup group/individual targets [e.g. Client CSAT target above x.0 for the month] - all these initiatives/metrics can be viewed by agents within the Optimize Agent App inside your Salesforce.



Fantastic Features

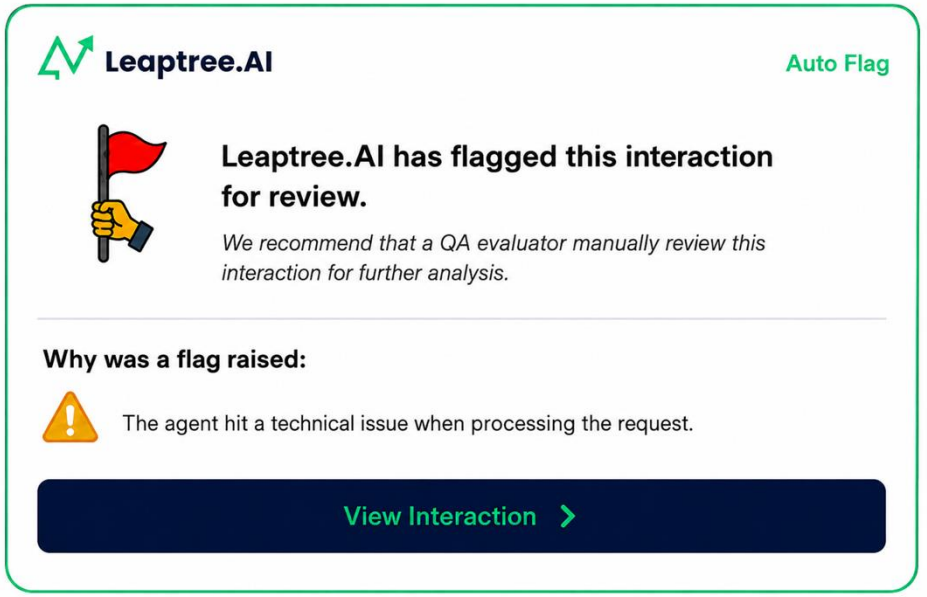
BPO / AI Agent Insights / Quality Management

Independently Auto-Assess all your AI agent interactions in Salesforce [e.g. Agentforce] to understand how they are performing for each client. We then surface up any anomalies that need to be addressed by the appropriate team [business/technical] - e.g. failed human handoffs / early human handoffs / AI hallucinations / customer frustrations / edge case scenarios to be addressed.



BPO / AI Agent Insights / Compliance Checking

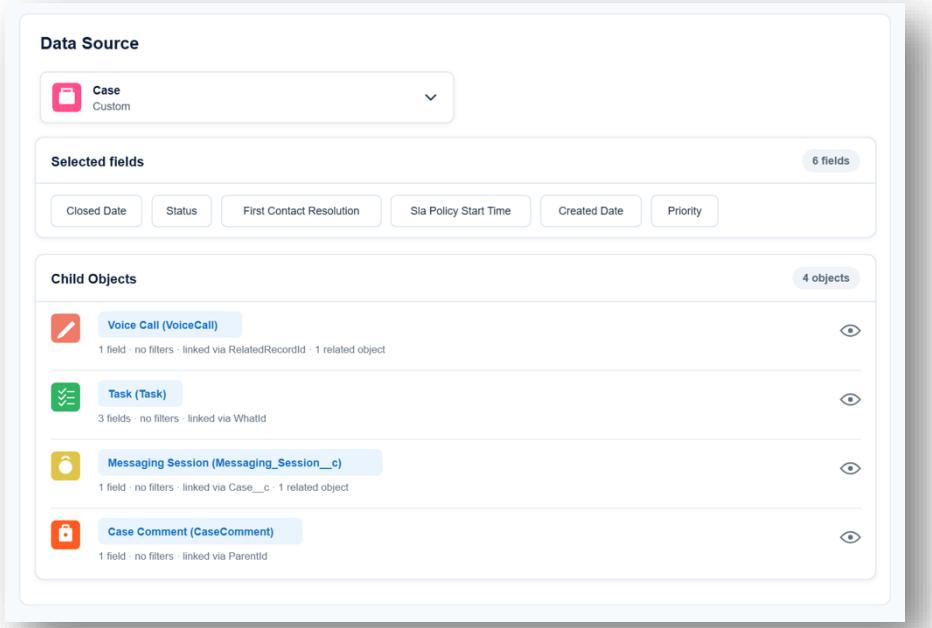
ensure your AI agents are following each of your unique client's compliance requirements to the exact level of detail required.



Fantastic Features

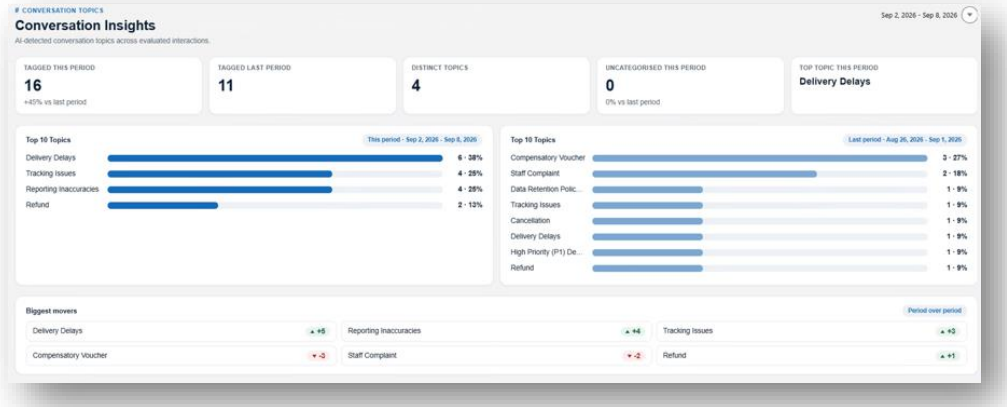
BPO / Case Analysis / Renewals / Holistic Review

we can explore all interactions [emails/phone calls/web chats] on your renewal cases [by each end client], assess churn risk based on behaviors/words mentioned etc. and surface up for review.



BPO / Case Analysis / Renewals / Conversational Insights

We can also explore renewal cases from a 'conversational insights' perspective - i.e. what are key topics being discussed by x cohort this week versus last week, for example. Has anything changed recently that is creating churn risks? We can setup alerts if we see sudden spikes in 'defect product reported' instances, for example.

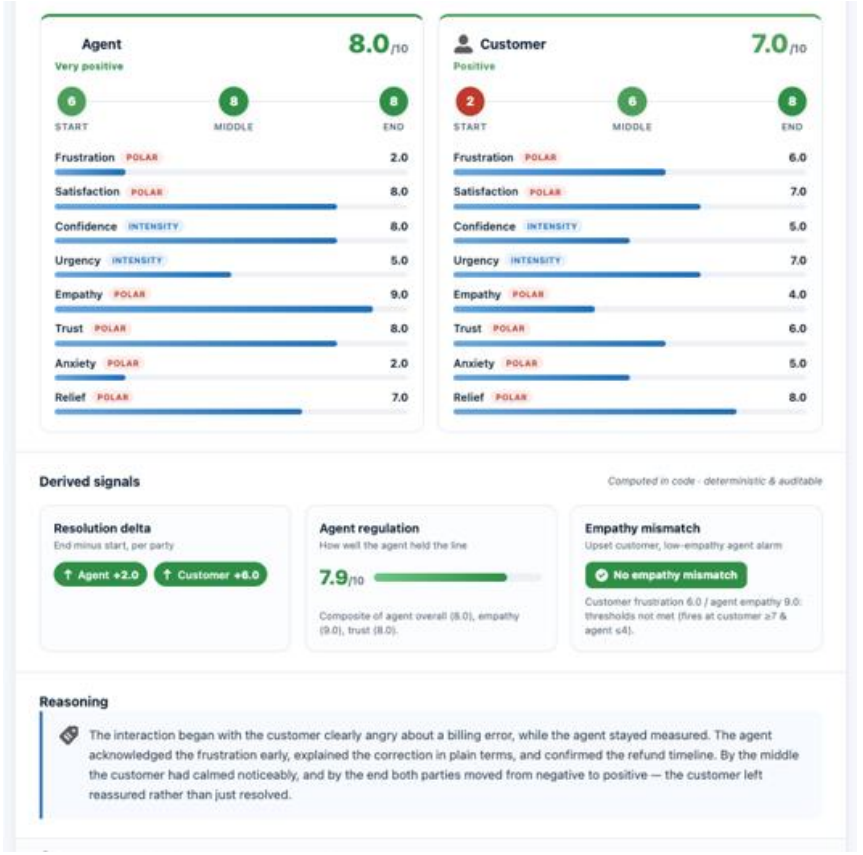


Fantastic Features

BPO / Case Analysis / Renewals / Sentiment Analysis

We can also assess the sentiment of an end client across its renewal journey - e.g. 12 months - and flag, ahead of time, changes in sentiment that may cause risk to a renewal.





Leaptree

Book a Demo today

Leaptree.AI







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