

TruExperience™ Use Case: Workforce Productivity



Pinpoint workforce performance issues before they impact your CX

See exactly what's slowing your agents down, before it hits KPIs or customer experience.

Overview. TruExperience™ provides real-time workforce experience telemetry to help IT and Business Operations teams quickly diagnose and resolve performance issues impacting agent productivity. By offering deep visibility into application, network, and voice performance, TruExperience eliminates guesswork and accelerates issue resolution.

Challenge. Contact center agents frequently report slow web application response times, intermittent connectivity, or degraded voice performance. These issues negatively affect productivity and drive increases in Average Handle Time (AHT) and reductions in Occupancy. Without clear visibility, IT, telephony vendors, and business operations teams struggle to determine whether issues originate from agent devices, network paths, or application performance—resulting in finger pointing and delayed remediation.

Solution. TruExperience continuously measures worker and workforce digital experience, providing actionable insights across network, voice, device, and application layers. Teams can immediately identify:

- Which technology domain is degraded (network, voice, application, or device)
- Which locations, business units, or groups are impacted
- The scale and severity of affected agents
- Baseline vs. degraded performance conditions

TruExperience delivers deterministic scoring and diagnostics that empower IT and Operations teams to validate issues with confidence and accelerate root cause isolation.

Key Benefits

- Faster identification and resolution of workforce-impacting issues
- Improved employee productivity and reduced downtime
- Better customer experience through stabilized agent tools
- Reduced friction between IT, vendors, and business operations
- Continuous benchmarking and performance baselining to prevent future issues

Outcome. Organizations using TruExperience experience faster troubleshooting cycles, improved operational KPIs (such as AHT and Occupancy), and a more productive, satisfied workforce. TruExperience ensures consistent service quality and provides the insights needed to support high-performing contact center environments.



Contact us for a personalized consultation or a free demonstration.

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Truiem represents the passionate pursuit of its founders to apply the collective experience of the past 20 years to assist today's innovators, service providers and consumers in speeding adoption of technology to meet their commercial objectives and improve the human experience.

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