



4 RESULTS

BPO EFFICIENCIES

- ▶ **Efficiencies drive profit**
- ▶ **Psychological journey for BPO staff**
- ▶ **Practical steps**
- ▶ **Key BPO measured efficiencies**
- ▶ **Proven WOW Modules**
- ▶ **WOW Rewards Logic**
- ▶ **WOW Administration Logic**
- ▶ **Next Steps**
- ▶ **Contact us**

EFFICIENCIES DRIVE PROFIT

Performance-focussed staff is a key variable that will effect BPO efficiencies

Staff must be positively motivated to attain specific metrics

This requires constant, multi-channel communication and feedback to staff (mostly App)

The degree to which this translates into improved results is enhanced manifold with micro-rewards and individual recognition moments

PSYCHOLOGICAL JOURNEY FOR BPO STAFF IS CLEAR



Choose to publicly commit to performance

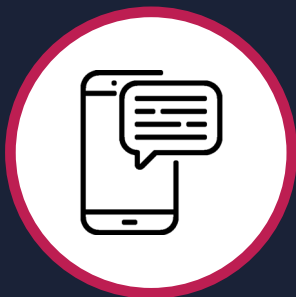


Choose to stay engaged



Reap the rewards and recognition

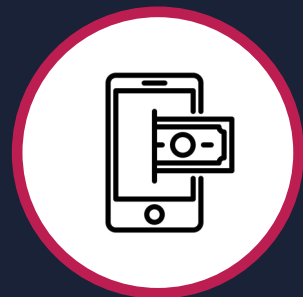
PRACTICAL STEPS ARE



Staff choose to Join on the App (by invitation only)



Staff stay engaged by responding to their App inbox messages daily



Staff choose how to be paid out their micro-rewards and share their recognition achievements

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KEY BPO MEASURED EFFICIENCIES



Attendance



Production Outputs



Quality



Attitude



Recruitment



Personal Development



Retention

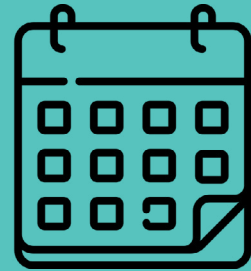


Wellness

PROVEN WOW MODULES



**Daily
Challenge**



**Pure
Attendance**



Nominations



**Online Team
Manager Store**



Trolley Dash



Scratchcards

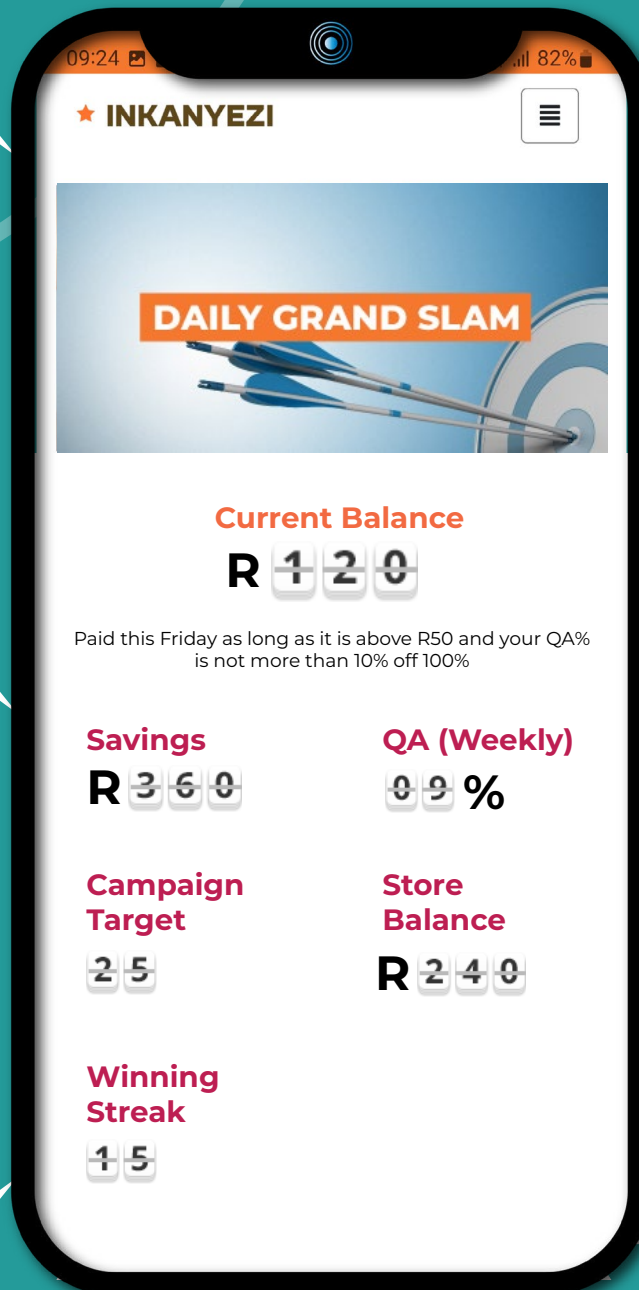
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DAILY CHALLENGE

Beat your target today

Beat your assigned challenge opponent

Quality hurdles included



Results declared privately:

Exceptional results declared publicly

Streaks publicised

Top pay-outs headlined

Medium and longer-term pay-out horizons:

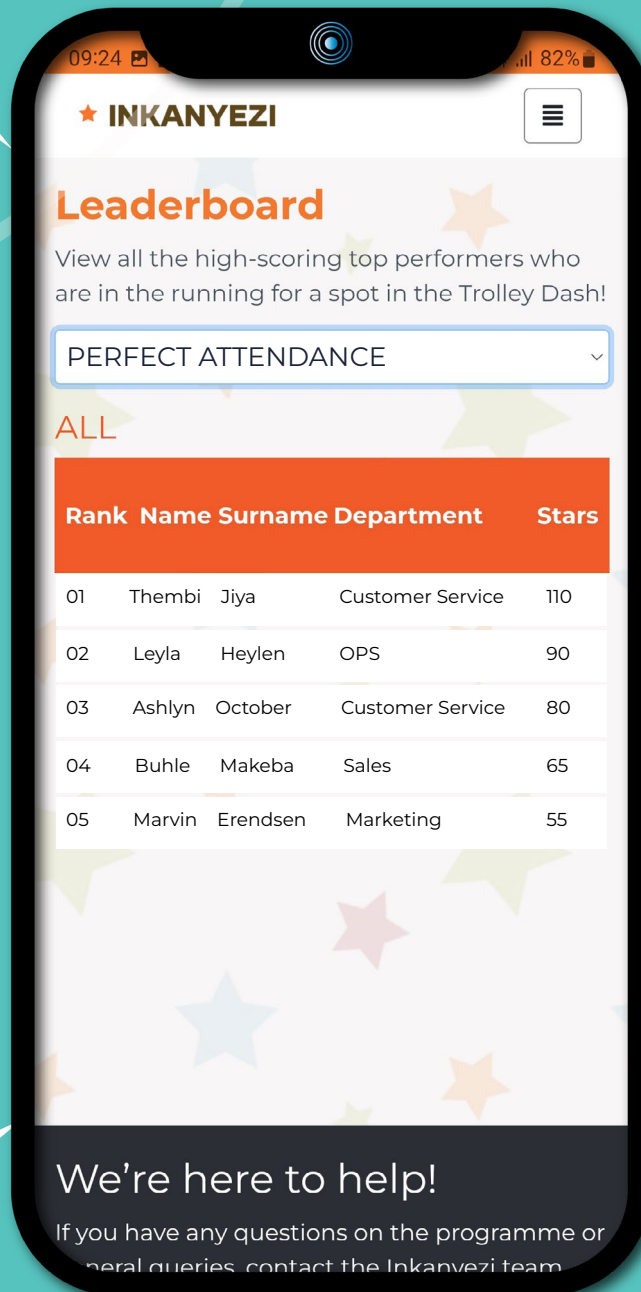
Fridays @ 4pm

Monthly (post pay-day)

Next January (for retention)

PURE ATTENDANCE

Sweepstake
chances for
perfect
days-in-a-row



Sweepstake
paid multiplied:

Perfect week
x 1

Perfect month
x 10

Perfect Quarter
x 100

No disciplinary
hurdle

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NOMINATIONS

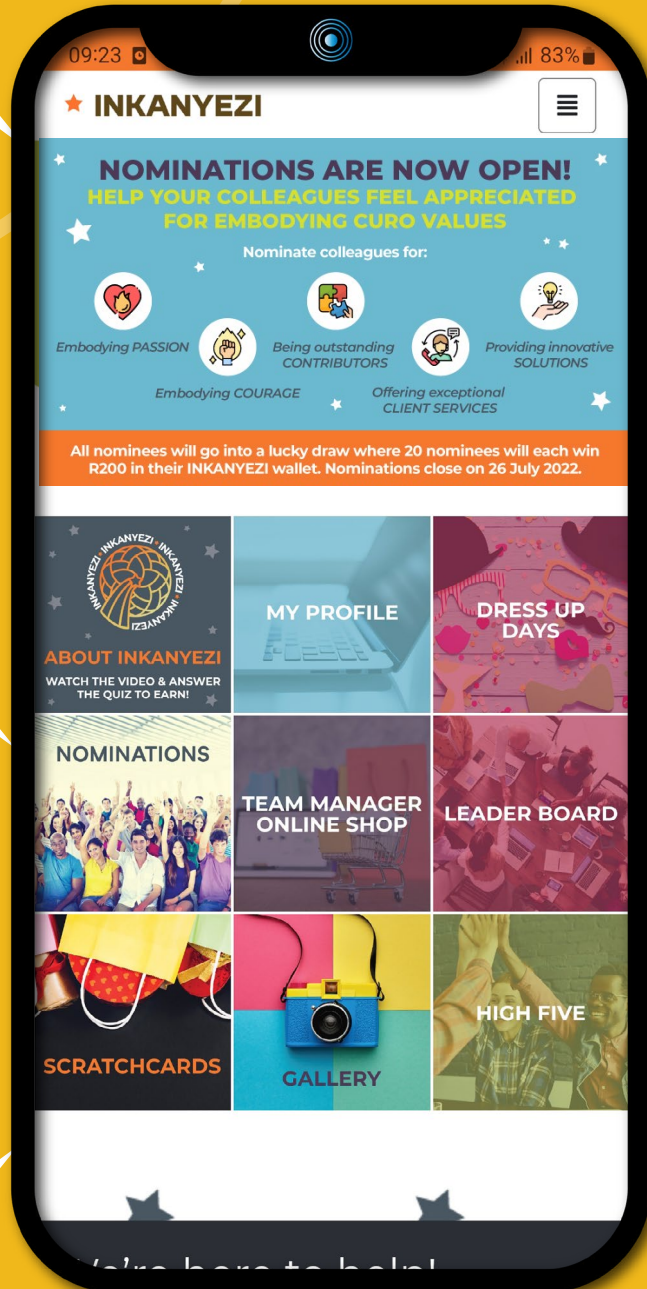
Four 2-week focusses per year

Filtering of unbecoming nominations

Every nomination celebrated

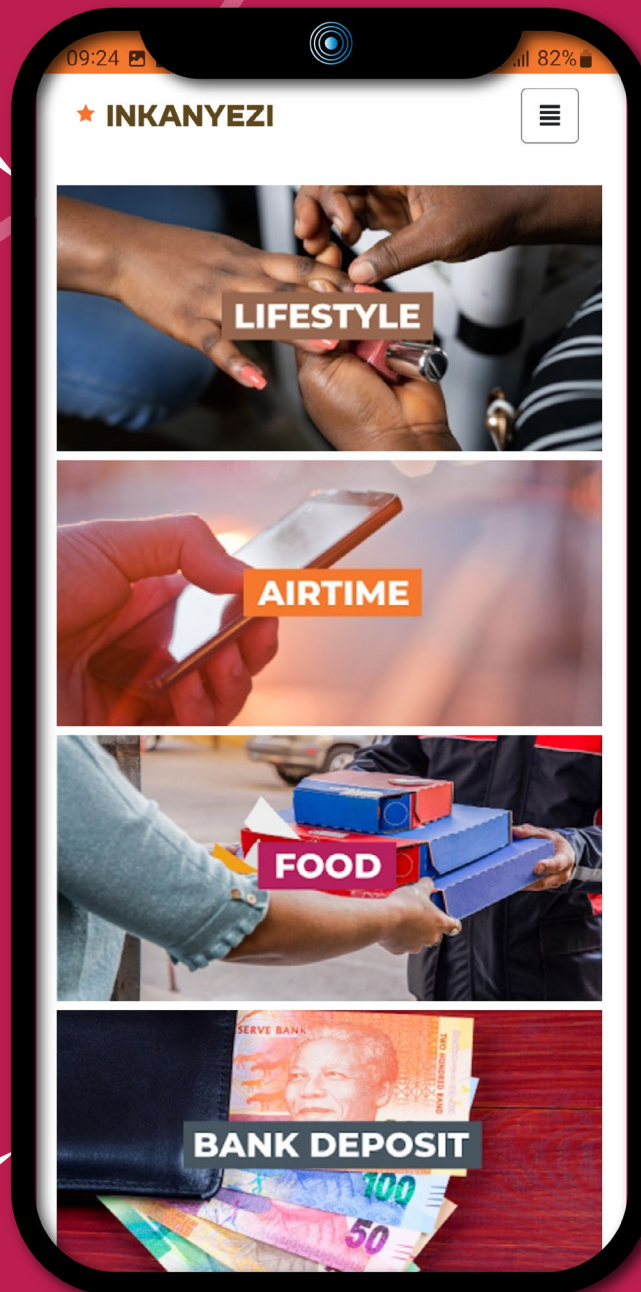
Analysis for bad-zones

Every nomination counts



ONLINE TEAM MANAGER STORE

Training and tools for every Team Leader to recognise and drive their reports



Empowering and checking Team Leader compliance

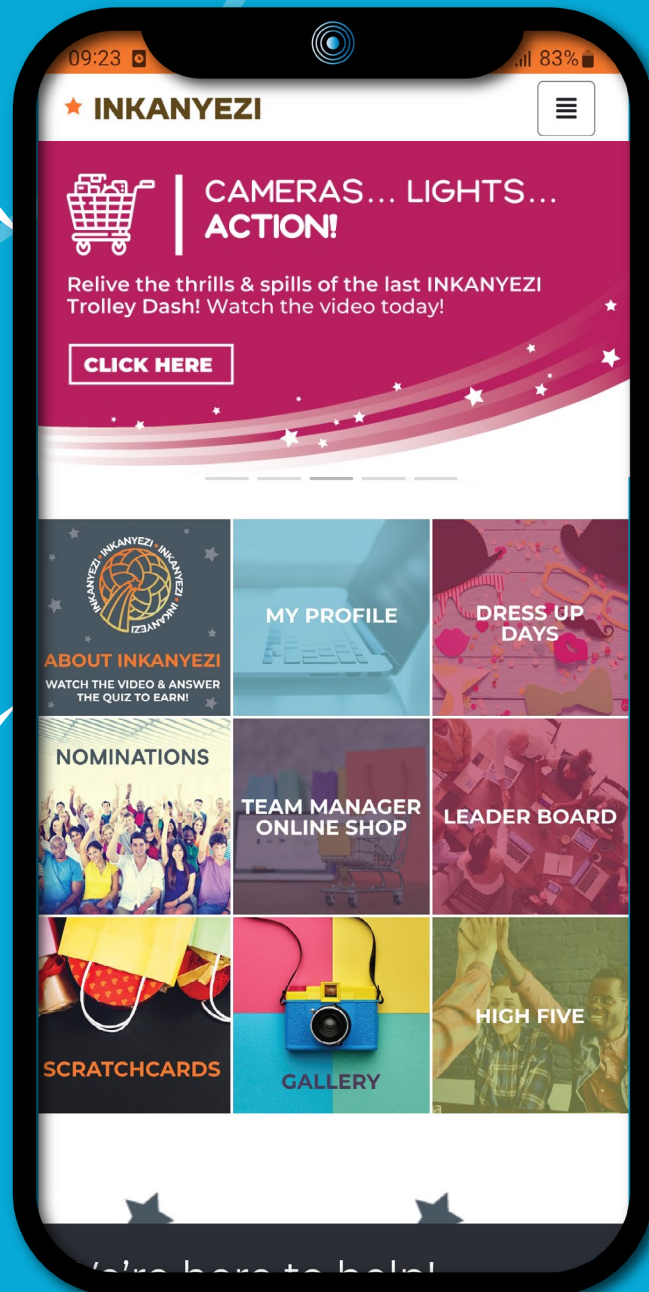
Resource usage reports

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TROLLEY DASH QUARTERLY PINNACLE EVENTS

Multi-measures
to determine
Top 2%



Knocking-on-
the-door
communications

Wildcard
sprints

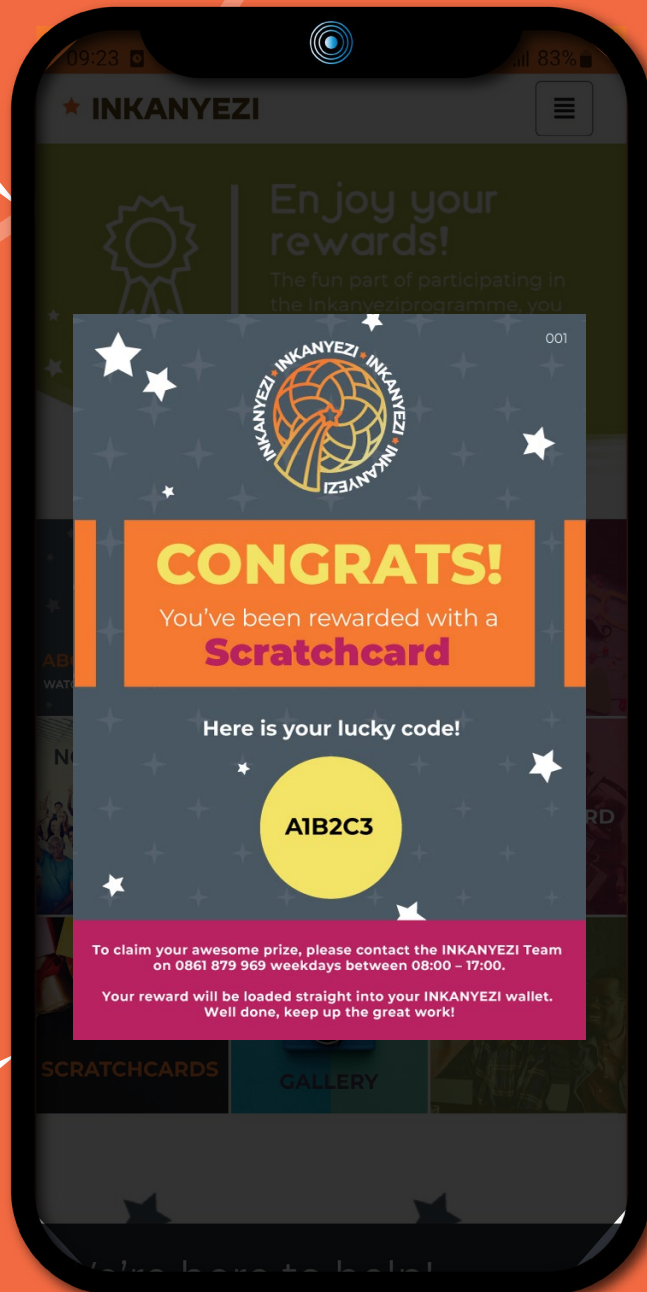
Movie of event
distributed

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SCRATCHCARDS DIGITAL AND / OR ANALOGUE

Instant
gamified
recognition



Auditable

Reporting

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WOW REWARDS LOGIC



Money

Bank account of choice
Reloadable Mastercard
Debit card
Vouchers



Status

Relative to peers
Recognition elements

- Physical
- Digital
- Hybrid

WOW ADMINISTRATION LOGIC



Creates a defensible
audit trail



Analytical
reports



Clients choose self-admin
or outsource-admin

NEXT STEPS



Free needs-analysis
by WOW



No obligation
practical workshop



Choose a hybrid of own
delivery and outsource
delivery to extract further
efficiency

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WOW

4 RESULTS

CONTACT US

B-BBEE Level 1 (51% Black Owned)

WOW4RESULTS

**Berry & Donaldson Building, 3rd Floor
9 Caledon Street, Cape Town 8001**

t | 0861 879 969

t | +27 (0)21 461 4020

f | 086 603 3129

e | info@wow4results.co.za

w | www.wow4results.co.za

c | Leigh Resnekov: 082 921 3862 (Founder)

c | Paul Lange: 079 494 8432 (Founder)

Reg No. 2007/005338/07

Vat No. 4920237056

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