



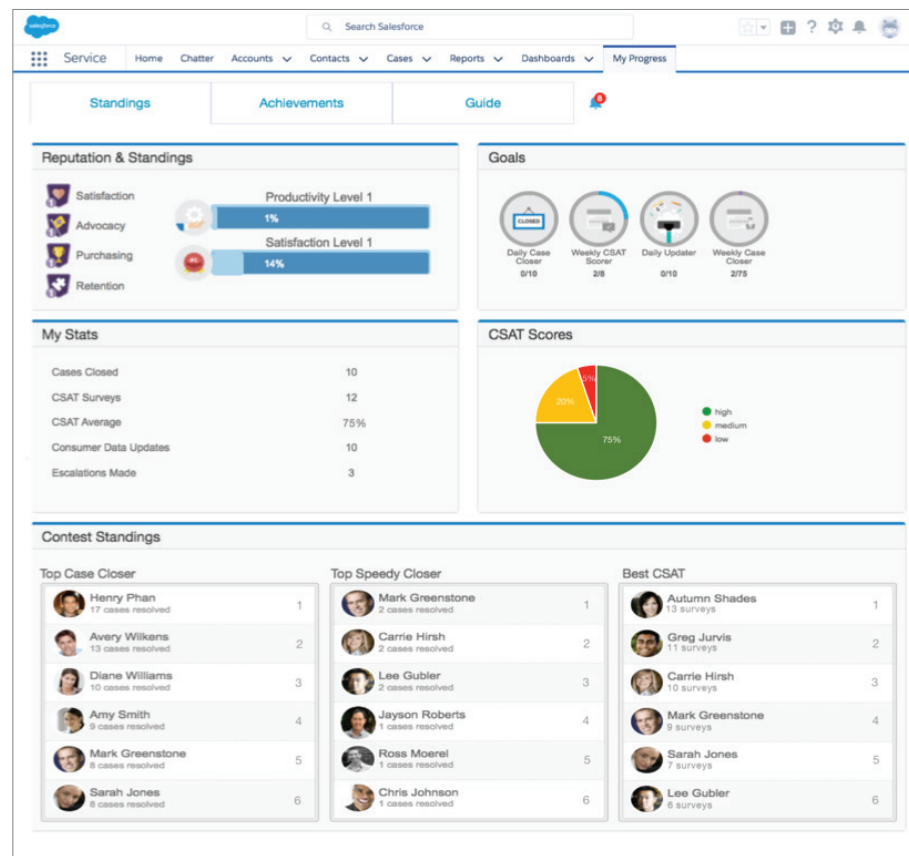
## KEY BENEFITS:

- **Drive Agent Performance**  
Immediately recognize and reward agents for meeting key performance indicators of your contact center
- **Improve Customer Satisfaction**  
Increase customer satisfaction with your brand as a result of more motivated and engaged customer service agents
- **Reduce Agent Turnover**  
Empower agents with real-time performance data and guide them along a career path with long-term goals and milestones

# CallidusCloud ServiceMotive

## Motivate Customer Service Agents To Deliver Better Customer Experience

ServiceMotive is a performance management system that uses elements of positive psychology and gamification to incentivize customer service agent performance and drive contact center excellence. While most contact center solutions focus on helping agents service the customer on the right channel at the right time, ServiceMotive focuses on incentivizing agents to deliver the best customer experience during the moment of interaction.



Motivate agents with real-time performance feedback and positive recognition



Easily and immediately identify top and bottom performers



Elevate entire team's performance with friendly competition and contests



Reward the quality of service interactions



Guide agents along a career path

# Why ServiceMotive?

## Real-time performance feedback

Service agents no longer have to wait for an email or conversation with their manager to know where they stand on performance. ServiceMotive provides real-time insight into detailed performance metrics so agents are empowered to know what they are doing well and where they need to make improvements at all times.

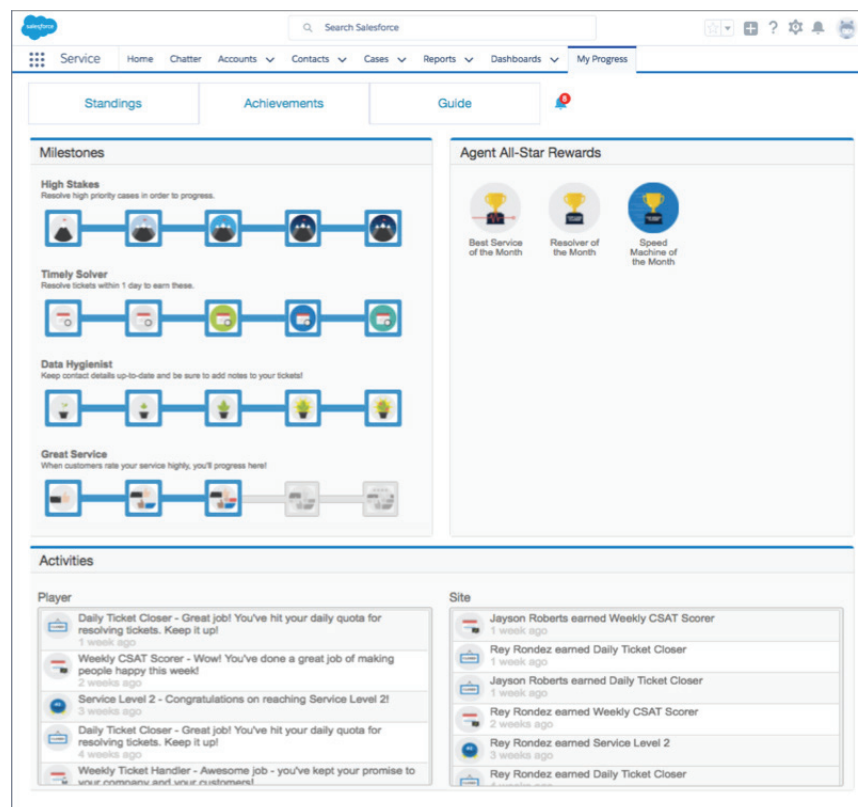
## Integrated within the flow of work

Through tight integration with Salesforce Service Cloud, ServiceMotive offers real-time performance feedback to agents right within the flow of working a case so agents clearly view how the case they just closed impacted their performance.

## Most holistic picture of performance

ServiceMotive accepts data from multiple data sources in order to provide the most holistic view of agent performance. Through the unique combination of agent productivity data from Salesforce Service Cloud with customer feedback data from CallidusCloud Clicktools, ServiceMotive carefully balances the quantity and speed of agent activity closing cases with the quality of the customer interaction.

*Find us on the Salesforce AppExchange and learn how you can drive contact center excellence with CallidusCloud ServiceMotive.*



## About CallidusCloud

Callidus Software Inc. (NASDAQ: CALD), doing business as CallidusCloud®, is the global leader in cloud based sales, marketing, learning and customer experience solutions. CallidusCloud enables organizations to accelerate and maximize their lead to money process with a complete suite of solutions that identify the right leads, ensure proper territory and quota distribution, enable sales forces, automate configure price quote, contract redlining, and streamline sales compensation -- driving bigger deals, faster. Over 5,700 leading organizations, across all industries, rely on CallidusCloud to optimize the lead to money process to close more deals and make more money, faster.

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