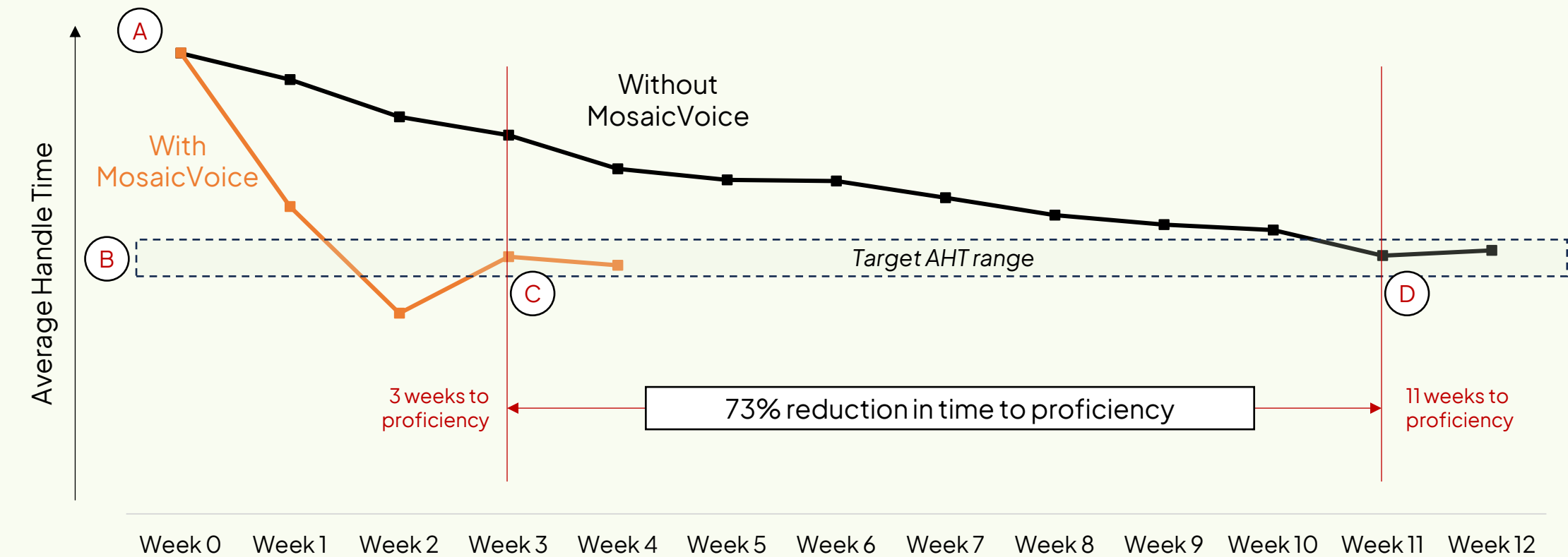


MosaicVoice reduces time to proficiency by 73%



Using AHT to measure speed to proficiency



A

Using Average Handle Time (AHT) to measure speed to proficiency, new agents begin roughly 40% higher than the AHT of tenured agents

B

An agent is viewed as fully proficient once their Average Call Handle time has normalized within this range

C

Agents using MosaicVoice take, on average, three full weeks of calls before reaching proficiency

D

Agents not using MosaicVoice take, on average, eleven full weeks of calls before reaching proficiency