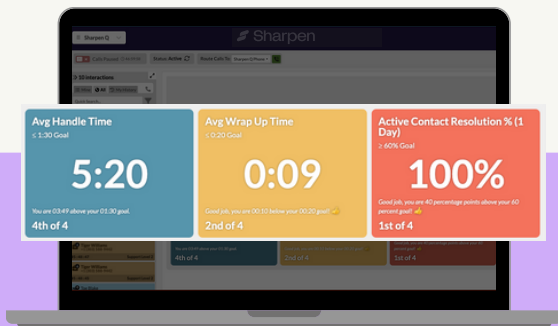


The AI Contact Center for an Anywhere Workforce.



Handle calls, text messages, web chats, emails, and social media all inside a single screen to help your customers better.

Create a happier, more effective contact center team that's empowered to strategically improve your customer experience.

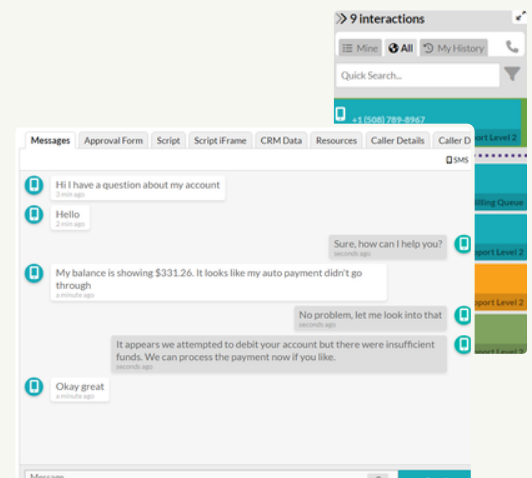
→ Sharpen's software is different.

Connect with your customers on their terms. Using Sharpen, your agents can handle any interaction in one interface, with a single source of reporting. It's SaaS that works - and the proof is in the platform.

Sharpen was built in the cloud, for the cloud. It's not a hosted model repackaged and labeled as "cloud," nor is it a premises-based model delivered through the web. Sharpen's mature cloud-native platform meets your needs today and is completely future-proof as your business needs and customer service teams grow.

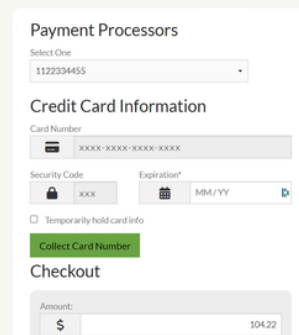
→ The most flexible, efficient customer experience platform in history.

Take efficiency to the next level. From the easy, clean interface to powerful real-time channel switching, to flexible integrations with virtually any application you already use, agents will save time and energy, working with everything they need in one place. Working in one, central window, agents will have more time to concentrate on effectively helping your customers.



→ Your data is your business... your security is ours.

Customer data is the lifeblood that runs through your contact center. We understand how critical it is to keep it safe and secure. Our AES bank-level, end-to-end encryption protects your information in transit and at rest. With Sharpen Payments, agents can process purchases without ever seeing customers' credit card numbers. We're HIPAA and PCI-compliant, so all of your information stays 100% protected and confidential at all times.

The image shows a web interface for processing payments. At the top, it says "Payment Processors" with a dropdown menu showing "Select One" and "1122234455". Below this is the "Credit Card Information" section. It includes a "Card Number" field with a masked number "XXXX-XXXX-XXXX-XXXX", a "Security Code" field with a masked code "XXX", and an "Expiration" field with a date picker showing "MM/YY". There is a checkbox for "Temporarily hold card info" and a green "Collect Card Number" button. Below the card information is a "Checkout" section with an "Amount" field showing "\$ 104.22".

Securely process purchases without ever seeing your customer's credit card number with Sharpen Payments.

About the Platform



Better Agent Tools

- Help customers using modern omnichannel
- All channels are on a single interface
- Move between channels without disconnecting



More Customer Information

- Find vital customer data fast
- Integrate with CRM systems out-of-the-box or build custom solutions with open REST APIs
- Bi-directional sync automatically updates changes from one system to another, so you're not manually bouncing data between systems



Agent Development

- Trigger coaching moments with customer configurations
- Add context with two-way conversations for QA
- Deliver training to agents in their queue



Crazy Good Reporting

- Access complete system information
- Import data from third-party platforms into Sharpen DB for a single source of truth
- Build reports using point-and-click tools or advanced SQL
- Create and share unlimited customer dashboards



Build reports with data from every channel, so you can spend more time acting on insights and less time digging for data.

→ Sharpen is resilient and reliable.

When your customers need you, your contact center will be ready to work. Our globally-distributed, multi-tenant platform runs on Amazon's worldwide infrastructure, and is financially backed by a 99.999% uptime service level agreement. That's less than 6 minutes of downtime a year, guaranteed.



As your partner in performance, productivity, and empowerment, Sharpen delivers better outcomes: better outcomes for customers, agents, and your business. Our contact center platform is intentionally designed and masterfully engineered for a seamless, intuitive experience across the board for a CX difference you can see—and feel.



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