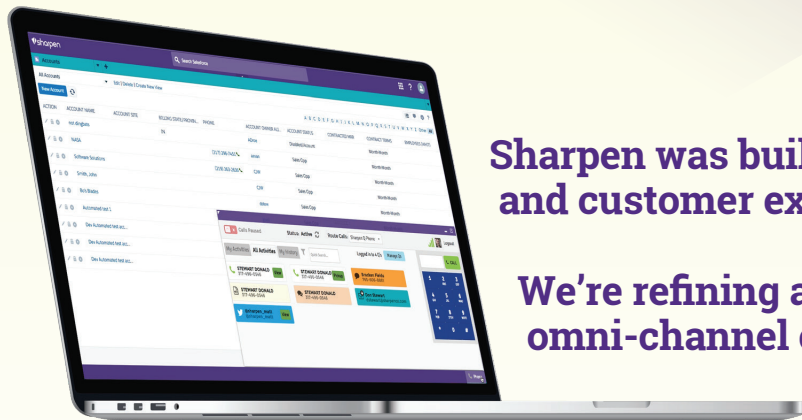




Agent-First Contact Center Platform



Sharpen was built to simplify the agent and customer experience.

We're refining and modernizing today's omni-channel contact center.

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

Sharpen's software is different.

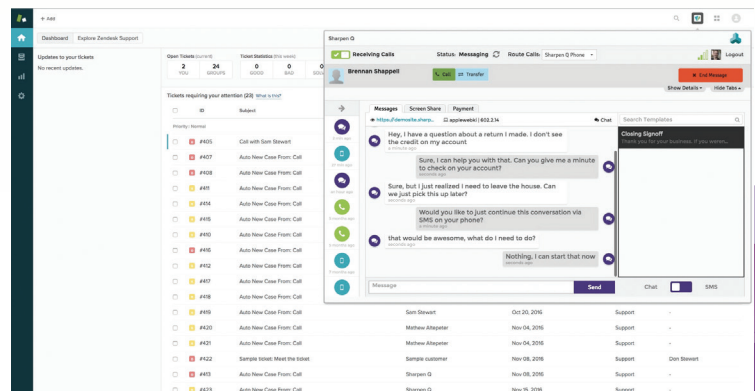
Connect with your customers on their terms. Using Sharpen, your agents can handle any interaction in one interface, with a single source of reporting. It's SaaS that works – and the proof is in the platform.

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.

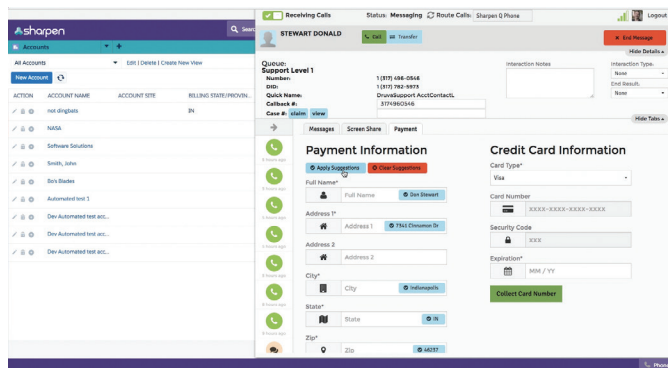
Take efficiency to the next level. From the easy, clean interface to powerful real-time channel switching to flexible integrations with virtually any application you already use, agents will save time and energy, working with everything they need in one place. Working in one, central window, agents will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

Toggle between web chat, text messages, phone calls, screen shares, and payments inside Zendesk.



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 percent protected and confidential at all times.



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

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 percent uptime service level agreement. That's less than 6 minutes of downtime a year, guaranteed.

A customizable platform to realize your customer experience vision.

• EASY INTEGRATIONS

Out-of-the-box integrations with Salesforce, Zendesk, and ServiceNow

• INCREASED PRODUCTIVITY

Real-time and historical reporting as well as built-in coaching functionality

• AGENT EXPERIENCE SCORE

Measure the performance and well-being of each agent's unique interactions in a rolling 90-day window

• SIMPLE PRICING

Simple, all-inclusive pricing. If it's available on our contact center platform, it's available to you - at no extra cost

• LIMITLESS SCALABILITY

Use Sharpen wherever you have internet access

• VENDOR CONSOLIDATION

Consolidate multiple systems into one



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

About Sharpen Technologies

Sharpen has developed the agent-first contact center platform. Our proprietary Agent Experience Score (AXS) gives contact centers a way to measure and track performance and agent well-being. And, our cloud-native, omni-channel platform gives agents a single interface for communicating across any (and every) channel from anywhere in the world. Sharpen was founded in 2011 and is headquartered in Indianapolis, IN. Visit sharpen.cx or contact us at **855.249.3357**.