



Prophecy

Prophecy International Holdings Ltd

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Company Announcement – 5 December 2018



eMite signs Strategic Alliance agreement with Plantronics

eMite expands CX Intelligence platform to include headset data from Plantronics

Sydney— Wednesday, 5 December 2018 — Prophecy is pleased to announce that its subsidiary eMite has signed a strategic alliance agreement with Plantronics to enable its on premise and cloud based CX (Customer Experience) Intelligence solution and advanced analytics & dashboard solution to include comprehensive data coming from Plantronics headsets.

eMite, a wholly-owned subsidiary of Prophecy International Holdings Limited (ASX:PRO), announced an integration with PureCloud by Genesys™ in 2017 and have since expanded that offering to a true CX Intelligence platform for PureCloud, PureConnect and PureEngage. This platform brings data from the contact centre software and other data sources into a single cross-correlated dashboard, reporting and analytics engine. In addition to headset data from Plantronics the platform also captures data from systems like CRM, ServiceDesk and Customer Surveys as well as many others.

Plantronics, Inc. (NYSE:PLT), a market leader in the global headsets, voice, and video endpoint market has signed a Strategic Alliance Agreement with eMite enabling eMite customers to gain real time insights and track historical trending of the quality of conversations, common behavior patterns related to mute, volume and disconnect, to track and monitor health and safety issues related to acoustic events, and to correlate that data with call and operator information coming from the contact centre software from Genesys to combine into a single dashboard and report.

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For more details visit

prophecyinternational.com
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eMite.com

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CX Intelligence by eMite is a real-time dashboard and advanced analytics solutions designed to dramatically enhance contact centre business performance. Available as a Software-as-a-Service (SaaS) cloud solution and on-premise, CX Intelligence by eMite is used in contact centres across five continents, and delivers historical data and live actionable insights in a simple, visual format that can be easily customised by a business user with no development skills using drag and drop dashboard functionality and a powerful KPI and Algorithm engine, leveraging aggregated and correlated data from multiple business systems.

“This agreement enables Plantronics customers to access eMite’s world leading real time and historical analytics platform to dramatically improve their operator and customer experience and business performance” said Brad Thomas, CEO of Prophecy International. “Furthermore, they will benefit from being able to purchase a complete solution that enables customers to correlate data from their Contact Centre software with critical operational and OHS data coming from their headsets. This agreement is another endorsement of the eMite platform from a global leader in the contact centre marketplace.”

About Prophecy International Holding Limited

Prophecy International Holdings Limited is a listed Australian company (ASX:PRO) that has been operating globally since the 1980s. More recently the focus at Prophecy has been on growing the eMite and Snare lines of business. eMite platform combines analytics, correlation, capacity, and performance, availability, and SLA management into a single, out of the box solution to provide customers with real time insight in Contact Centres and IT Operations. The Snare product suite is a highly scalable platform of security products designed to find, filter and forward event log data. Snare log sources include Windows, flat files, databases, Linux, Mac and Solaris with coverage for desktops and servers.

Prophecy operates globally from Adelaide and Sydney in Australia, London in the United Kingdom and in Denver, USA.

About Plantronics

Plantronics is an audio pioneer and a leader in the communications industry. Plantronics technology creates rich, natural, people-first audio and collaboration experiences so good ideas can be shared and heard—wherever, whenever and however they happen. The company’s portfolio of integrated communications and collaboration solutions spans headsets, software, desk phones, audio and video conferencing, analytics and services. Our solutions are used worldwide by consumers and businesses alike and are a leading choice for every kind of workspace. For more information visit www.plantronics.com.

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