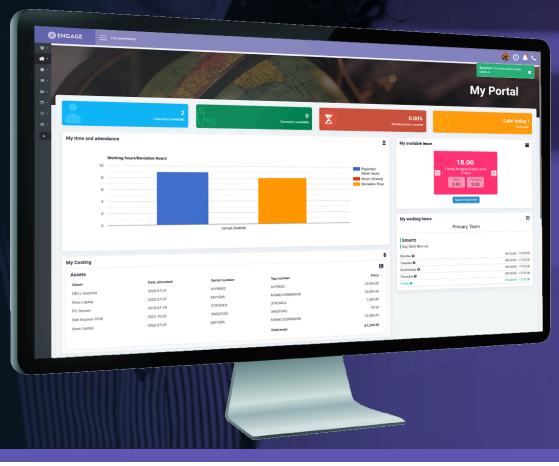
ENGAGE

smartz SOLUTIONS

Empower employee engagement.

An employee management and engagement application that works seamlessly with Smartz Commz — because great customer experiences start with great employee experiences.



146%
productivity increase reported by an Engage client using gamification

59%
Engaged employees are 59% less likely to look for a new job

45%
staff turnover in customer service can reach 45%

WHAT IT DOES

Core HR
Employee details and timelines — a 360° view of the employee life cycle.

e-Learning
Courses, exams and training sessions linked to QA results.

Time, attendance & leave
Working hours, adherence, leave requests and a full leave calendar.

Quality assurance
Rules-based, multi-tiered assessments for every Commz channel.

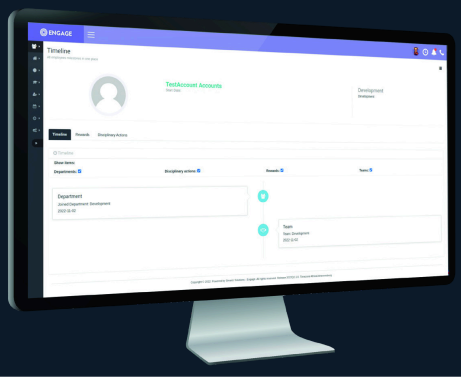
Surveys
Drag-and-drop employee and customer surveys with real-time NPS.

Recruitment
Requests, candidate portal, pipelines and psychometric tests.

IN ACTION

My Portal & employee timeline

Every employee sees their profile, career journey, leave, courses, evaluations and adherence in one self-service portal.



WHAT'S NEW

- QA disputes
- Auto-evaluations
- Mobile clock-in
- Psychometrics
- Health check
- Gamification badges
- SSO & 2FA

QUALITY WITHOUT THE GUESSWORK

Assess every interaction. Fairly.

Most QA teams sample a handful of calls and hope they are representative. Engage turns quality into a managed, measurable workflow — and with automated QA, nothing goes unchecked.

100%
of interactions assessed with automated QA and speech analytics (Callbi add-on)

3
QA lenses in Analyz — by person assessed, by assessor and by scorecard question

1
score change per dispute, with the original score kept for reporting

Automated QA & speech analytics

Through our integrated partner Callbi: transcription, automated summaries and pre-built checks for legally required statements and offensive language — including South African languages. Failed checks go straight to a person.

QA Agent — assessors run like agents

Assessors log in to QA campaigns and evaluations arrive one after another, like calls, with the recording or transcript and the right scorecard. Occupancy, breaks and handling time are measured too.

Rules that remove bias

QA rules pick conversations by channel, language, campaign, wrap-up, RPC, sentiment, team, rating and CSAT, NPS or CES score — so no one hand-picks who gets assessed.

CONTROL & COMPLIANCE

Your people, your policies — fully auditable.

Policies people actually acknowledge. Record country laws and company policies with expiry dates; employees acknowledge each one in My Portal and Analyz shows the percentage who have.

Every change on record. Each change to an employee record captures the timestamp, user, IP address and instance, with previous and current settings side by side.

Secure from the first login. Microsoft single sign-on, a 6-digit email PIN that expires after five minutes or a voice print for 2FA, after-hours login blocking with a grace period, and idle users logged off after a proof-of-life prompt.

Coaching that closes the loop. Assign a remedial course straight from a QA finding and track attempts and results in Analyz.

- Multi-tier assessments and calibration sessions
- Mouse, keyboard and browser productivity tracking
- Auto-fail shows the score that would have been achieved
- Native WFM integrations with Puzzel and Verint

ON A CERTIFIED PLATFORM

Smartz Engage runs on the same platform as the rest of the Smartz Suite — ISO/IEC 27001:2022 and PCI DSS v4.0.1 certified, independently penetration-tested every year, and hosted by default in Microsoft Azure South Africa North with a 99.95% availability commitment.

PART OF THE SMARTZ SUITE
CCaaS + UCaaS in one.
CX + EX = TX Total Experience
ONE PLATFORM
Commz · Analyz · Engage · PABX

WHAT'S NEW

ENGAGE

New & Enhanced

NEW

QA disputes & auto-evaluations

Rules auto-generate evaluations to remove bias; agents can view results and dispute scores through a structured re-score process.

ENHANCED

Gamification

Leaderboards, badges, competitions and points by disposition, with collaboration features that make performance visible.

NEW

Mobile time & attendance

Clock in and out from a mobile browser, with late-login reasons, idle auto-logoff and supervisor adjustments.

NEW

Recruitment & psychometrics

An external candidate portal, staged pipelines, downloadable offers and contracts, and aptitude tests.

NEW

Health check & compliance

Health questionnaires for premises access, policy acknowledgement and a full audit trail inside the platform.

NEW

Performance & security

Mouse, keyboard and browser performance tracking, Single Sign-On, password policies and 2FA via email or voice.

FULL CAPABILITY

One platform for the whole employee journey

HR CENTRAL

- Employee records & timelines
- Organisational chart
- Asset & supplier tracking
- Disciplinary actions & rewards
- Announcements & surveys

MY PORTAL

- Profile, avatar & career journey
- Leave applications & balances
- Courses, exams & surveys
- Adherence & working hours
- Vacancies & applications

QUALITY ASSURANCE

- Weighted categories & pass marks
- Auto-fail questions
- Self-assessment with line managers
- Clone & preview assessments
- Scoring on external channels

LEAVE & ATTENDANCE

- Partial-day leave requests
- Approve or decline by day
- Leave calendar & balances
- Bulk CSV & Excel imports
- Time zone & daylight savings

Works seamlessly with Commz and Analyz

Evaluate every Commz channel, link coaching to QA results and report on your people alongside your customers in Smartz Analyz.



> Our productivity has increased by 146% by leveraging the gamification features of Engage! Finally, we can see how our teams are performing in real time.
>
> Smartz Engage client

smartz SOLUTIONS

Let's simplify the complex.

Get Smart. Get Smartz. · Let's talk.

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HEAD OFFICE
Mauritius

OFFICE
South Africa

Request a demo →