



# Measurable Insights for More Productive CX and Operations Teams

Fin's Work Insights Platform uncovers powerful insights to improve the productivity of customer operations teams. Our turnkey browser plugin reveals how agents work across any number of SaaS applications to deliver customer experiences. We help companies continuously improve training, workflows, and technology, empowering leaders of some of the world's fastest growing CX teams to turn their operations into a competitive edge, enabling more productive teams that delight customers.



Learn more or sign up for a demo at [www.fin.com](http://www.fin.com) or [info@fin.com](mailto:info@fin.com)

THE SECRET WEAPON OF THE WORLD'S FASTEST GROWING COMPANIES

coinbase



flexport.



COMPANIES ACHIEVE BETTER OUTCOMES WITH FIN

25% Decrease in Average Handle Speed

16% Increase in agent utilization

15% Interactions identified with potential data leakage

"We looked to understand productivity and maintain the high level of security that customers expect from Coinbase. Fin has provided critical insights into how we can enable a remote team during a period of rapid growth. We've since deployed Fin more broadly across our CX workforce."

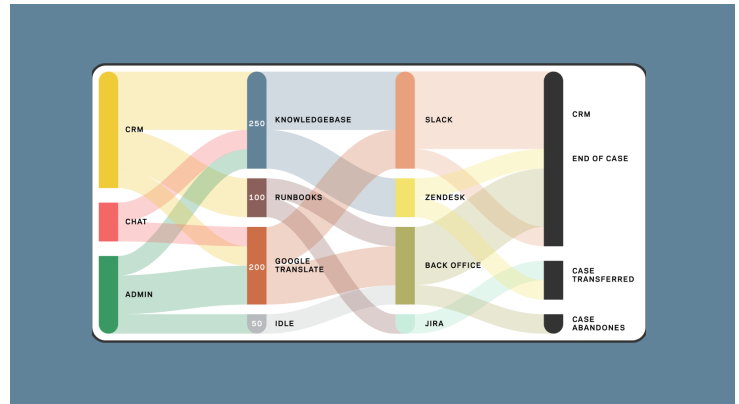
WILL ZHOU

Director of Technology & Analytics, Coinbase

### Comprehensive Visibility

Fin captures any activity happening in the browser to paint a complete and accurate picture of workflows across applications.

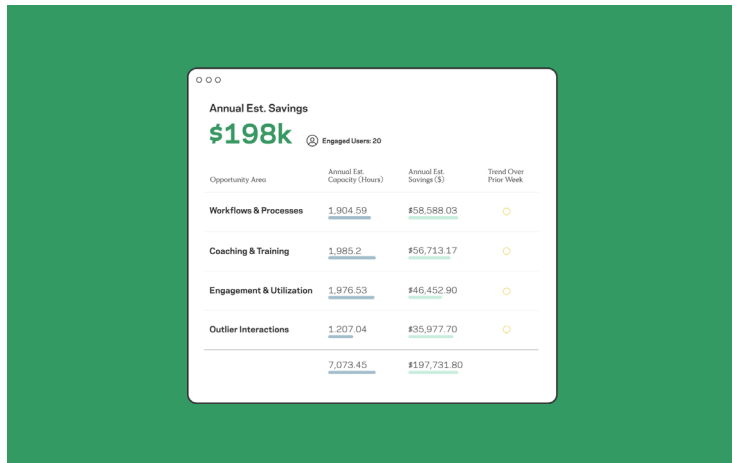
- See workflows across all apps
- Get accurate time accounting
- Explore video & audio deep dives



### Deeper Insights

Fin continuously reflects the latest best practices and uncovers more granular insights that drive better CX outcomes.

- Find top performing agents
- Understand SOP compliance
- Identify process bottlenecks
- Surface technology issues



### Turnkey Solution

Fin uses a lightweight browser plugin for seamless data capture and provides insights right out of the box.

- Easy-to-install browser plugin
- No code setup
- Minimal to no integration



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**We Obsess over Privacy & Security  
So That You Don't Have to**

HIPAA GDPR PCI/DSS SOC 2