



2023 FROST & SULLIVAN CUSTOMER VALUE LEADERSHIP AWARD

Identified as best in class in the North American contact center omnichannel agent engagement industry



The Upstream Works desktop platform excels in blending a multitude of functions and data sources for agents to quickly and effectively provide services without escalating to a supervisor.



Upstream Works provides workspaces for tens of thousands of agents around the world.



Upstream Works excels in the following criteria in the contact center omnichannel agent engagement industry:



**GROWTH
POTENTIAL**



HUMAN CAPITAL



**CUSTOMER PURCHASE
EXPERIENCE**



BRAND EQUITY