HEALTHTEK INC. · A NEW OFFERING FOR CALL CENTERS

+Health OffQueue

Room to pause. Support if they want it.

Pause Breaks for reflection, support and connection, for remote, hybrid and in-office contact center teams.

THE PROBLEM

Every minute is scheduled. None of it is for pausing.

Scheduled tightly

Shifts are planned minute by minute, and adherence is measured all day.

Breaks are spoken for

Regular breaks go to eating, a quick walk and the restroom, as they should.

No room to reset

After a hard call, there's no time set aside to reflect or reach out.

59% of contact center agents are at risk of burnout, and 28% are at severe risk.

Source: Toister Performance Solutions, agent burnout survey of 951 agents, 2023

THE IDEA: PAUSE BREAKS

Two 5-minute pauses a shift. Regular breaks stay untouched.

A TYPICAL 8-HOUR AGENT SHIFT, WITH PAUSE BREAKS

SCHEDULED BY DEFAULT

5 minutes, twice a shift, planned in WFM next to regular breaks.

ON DEMAND AFTER A HARD CALL

Where your policy allows, an agent can take one right away.

INTRODUCING +HEALTH OFFQUEUE

A pause that’s theirs, with support if they want it.

OffQueue gives every Pause Break a quiet place to land. Agents can simply pause, or open one link on desktop or mobile to reset, explore, connect with colleagues, or talk to a real person.

- **Added on top of regular breaks**
- **5 minutes, twice a shift, by default**
- **Scheduled in your WFM**
- **Everything inside is optional**
- **Desktop and mobile**

ADHERENCE, SOLVED BY DESIGN

Scheduled in WFM like any other activity, so pausing never hurts adherence.

01

Schedule it

Add Pause Breaks as their own scheduled activity, next to regular breaks.

02

Protect it

A dedicated status means time spent pausing counts as on schedule.

03

Open it

When the pause starts, the OffQueue link is waiting in team chat.

INTEGRATION TARGETS NICE · Verint · Calabrio · Genesys

THE BUSINESS CASE, PER 100 AGENTS

Pausing costs about 2% of a shift. Turnover costs far more.

THE COST OF PAUSING

~$90K a year

10 minutes a shift is 2.1% of an 8-hour shift. Across 250 shifts that's about 4,170 hours, at the $21.53 median hourly wage.

WHAT TURNOVER ALREADY COSTS

~$790K a year

38% average agent turnover means 38 departures, at about $20,800 to replace each one.

✓ **Break-even:** keep about 5 agents a year from leaving.

⚠ Burned-out employees are 63% more likely to take a sick day.

Sources: SQM Group (turnover 2022, replacement cost) · BLS, May 2025 median wage · Gallup · Wage cost only

INSIDE A PAUSE BREAK

Four optional ways to use the pause, or none at all.

Reset

Guided breathing, mindfulness and short meditations.

+Health TakeFive

Explore

Articles, videos, games and HealthEbooks on topics they choose.

Healthtek Hubs

Move

Step goals, team leaderboards and rewards, with colleagues.

+Health Challenges

Talk

A trained, real person to talk to, whenever they need one.

PeerSupport

BUILT ON THREE HEALTHTEK SERVICES

Proven services, and every path leads to a person.

Hubs

A branded portal of articles, video and games, live in one business day.

Challenges

Team movement and mindfulness challenges, with real rewards.

PeerSupport

24/7/365 · 100% human · No login

WHO ADVOCATES ARE

Trained, certified peers who listen, support and guide people to resources. Not therapists, clinicians or a replacement for an EAP.

IF SOMEONE IS IN CRISIS

Advocates follow a crisis escalation protocol, connecting the person right away to emergency help such as the 988 Lifeline.

THE +HEALTH APP FAMILY

Free, brandable apps for specific needs.

Each app speaks to a specific group and puts PeerSupport one tap away. Clients brand them and share them with employees at no cost.

Available now

TakeFive

Breathing, mindfulness and meditation in five minutes.

✓ **PeerSupport built in**

Launching soon

Swayless

Mindful drinking: track, set goals, earn rewards.

✓ **PeerSupport built in**

In development

More on the way

Two more +Health apps, each for a specific need.

✓ **PeerSupport built in**

BEYOND THE 9 TO 5

Care that doesn’t clock out when they do.

At work

Pause Breaks, team challenges and a human on call during every shift.

At home

The same apps and Hub on their phone, with PeerSupport any time.

With family

If they choose, friends and family join challenges and share resources.

One connected circle of care that surrounds each person with support, and it’s always their choice who joins it.

PRIVACY FIRST

The agent stays in control.

Anonymous

Every service can be used without saying who you are.

Their choice

Agents share only what they want to, and nothing more.

Aggregated only

Reports cover groups above a minimum size, never individuals.

In a role where every call is monitored, OffQueue is the one part of the day that belongs to the agent.

INSIGHT FOR LEADERS

See how teams are trending, without seeing individuals.

Mood

How teams feel, and how that changes over time.

Engagement

How actively teams take part in content, challenges and support.

Utilization

Which services get used, and how often.

Results appear only for groups above a minimum size, so a small team is never identifiable.

DELIVERY

Works inside the chat tools your agents already use.

Microsoft Teams
Link Integrated

Slack
Link Integrated

Discord
Full automation

Any channel, starting today

Drop a link, URL or QR code into any chat, thread or Pause Break reminder. No IT project needed.

Fast to launch, room to grow

Hubs go live in one business day. Deeper integrations can follow as the program grows.

EARLY PROOF

One year of +Health Challenges at Forestr.org.

76.7%
of participants finished a challenge

97.6%
of those who set a goal completed it

76%+
positive mood entries, and rising

Forestr.org is a community program, not a contact center. Next: a contact center pilot to measure Pause Breaks directly.

Source: Forestr.org program review, Aug 2025–Aug 2026 · 1,200 members, 339 participants, 166 goal-setters

BUILD YOUR PACKAGE

One service, or all of them.

OffQueue is fully à la carte. Each service keeps its own transparent pricing, so you choose what fits your needs and your budget.

Mix and match

Hubs, Challenges, PeerSupport and Hub enhancements, alone or together.

Flexible terms

Month-to-month or annual, with savings on annual plans.

Price it yourself

Build a quote in minutes with the public Quote Builder.

NEXT STEPS

Let’s fill your next break.

01

Pick a starting team

02

Choose your services

03

Add Pause Breaks to schedules

04

Review the first insights together

Talk to our Concierge team

Questions, demos and quotes: healthtekcreative.com/contact