

Coach

Spend more time on coaching agents with automated analytics, AI-driven linguistics with emotion, predictive scoring, and role-based dashboards

Personalized coaching and performance feedback within the contact center is crucial to improving call center metrics and performance, increasing compliance, reducing risk, and increasing agent satisfaction to create customer advocates. Insights from customer conversations can help identify quality management gaps to enable supervisors to coach at scale successfully. With the right tools and insights to provide personalized coaching, contact centers can benefit from happier agents and customers to drive business growth.

Customer satisfaction decreases and agent performance suffers when agents don't receive the coaching insights they need to be successful. When supervisors can't effectively coach at scale, it keeps agents from getting the personalized insights necessary to maintain compliance and efficiency while driving improved customer interactions. Without consistent and personalized feedback, agents become dissatisfied in their roles and the customer experience suffers.

CallMiner Coach aggregates insights from conversations that allow you to understand which individuals are effective based on customized manual or automated scoring criteria. By understanding agent and customer interactions deeply, supervisors can identify performance trends, target behavior for guidance or reinforcement, and create a persistent culture of improvement.

Features

Supervisor and agent dashboards

Easy to read indicators display current performance and trend information to promote agent self-coaching. Supervisor dashboards provide a complete view of agent and team performance for supervisors to keep their finger on the pulse of the team.

Support for manual and automated evaluations

Coach supports automated and manual QA processes seamlessly. Automate 100% of interactions or maintain a partially manual process.

Call finder and viewer

The embedded contact finder simplifies searching for specific contact records – and filtering them – using attributes including keywords, date ranges, metadata and performance scores.

Coaching workflows

Customizable coaching workflow encourages bi-directional supervisor and agent engagement and visibility as updates are made during the evaluation process.

Video playback

Incorporate screen recordings as part of your evaluation process with the ability to tag contacts, see expanded metadata and easily download audio and video files with a unique URL.

Integrate with existing systems

The CallMiner API enables integration with your line-of-business applications as well as external platforms and solutions for data analysis and visualization, BI, CRM and many more.

Flexible deployment options

You can leverage the CallMiner platform to include post-call analytics, automated performance evaluation/scoring, and real time performance monitoring and alerting. Realize the power of speaker separation, sentiment analysis, and redacted audio output.

Benefits

Scale your quality program

Automatically identify customer dissatisfaction and frustration, agent training opportunities and inefficiencies such as silence at scale. Customize your program using whatever combination of manual and automated scoring options work for you and your business. Easily provide interaction examples to drive change within and beyond the contact center.

Focus on the agent experience

Increase agent retention with personalized coaching for each agent. Share positive agent behavioral examples for remote team enthusiasm and encourage bi-directional communication that notes challenges beyond agent control.

Drive customer growth and retention

Auto-score agent empathy and other emotions for coaching focus to shape brand engagement. Prioritize people, process, technology and coaching action based on the measured scope of expressed issues or opportunities via the customer or agent. Measure and move customer emotional engagement by identifying and coaching agent behaviors.

Ensure compliance

Verify legal and script compliance for every interaction. Coach timing of agent notification based on customer reaction or scripting requirements. Share audio, screen and text-based examples within and beyond the contact center.

Challenges and Capabilities

For contact center leaders

Drive profits while increasing customer satisfaction and operational efficiency by coaching agents at scale. Contact center leaders can improve metrics by operating efficiently while supporting agents and supervisors through AI-driven personalized coaching to create better employee experiences that impact customer satisfaction and loyalty.

For experience management teams

Customer experience teams lack the data and insights needed to understand their customers' needs, desires, and preferences at scale, particularly their opinion of your organization's products and services. Customer experience teams can use Coach to hear what is being said in a customer conversation and weigh in on strategies and agent training that can influence customer retention and loyalty.

Request a Demo Today

For more details about the CallMiner platform contact your Sales Director or sales@callminer.com.

"CallMiner", "Eureka", "Eureka!", "Eureka Analyze", "Eureka Coach", "Eureka Alert", "Eureka Redact", "Eureka API", "MyEureka", "MyEureka", "EurekaLive", the "CallMiner Eureka" logo, the "CallMiner MyEureka" logo, the "CallMiner EurekaLive" logo, "Listen to your customers. Improve your business.", "Feedback Is A Gift", "Listen", "Engagement Optimization", the "Engagement Optimization" logo, and "EO" are trademarks or registered trademarks of CallMiner, Inc. in the United States and foreign jurisdictions. Other product names mentioned herein may be the trademarks of their respective owners.



©2023 by CallMiner. All rights reserved.

Corporate Headquarters

200 West Street
Waltham, MA 02451
+1 781 547 5690

Sales

sales@callminer.com

Social

facebook.com/callminerinc

twitter.com/callminer

linkedin.com/company/callminer