

Coach

Direct Performance Feedback

Performance Portal for Personalized Agent Feedback and Coaching

What is Direct Performance Feedback?

Direct performance feedback utilizes linguistic and acoustic analysis of calls to deliver a data driven foundation for agent quality management and performance optimization. Web-based dashboards support contact center managers with scoring, alerts and action assignment.

Introducing CallMiner Coach

Coach is a cloud-based solution that optimizes agent performance management with actionable insight. Dashboard presentation for agent performance scores, trend analysis, issue alerts with follow-up and more provide data supported evidence for customer engagement awareness and action. Call transcription to detect specific words/phrases, AI-driven linguistics and acoustic analysis to identify sentiment, and automated performance scoring personalizes outcomes for each agent with role-based presentation that will:

- Enhance coaching with an automated, data-fortified performance perspective
- Drive sustained quality, compliance and customer experience improvement through continuous feedback
- Build agent trust with objective, transparent and consistent scoring

Feedback Tools for Agents and Supervisors

Coach offers distinct feedback tools for agents and for their supervisors. The Agent's web-based portal offers a dashboard that displays personal evaluation metrics, their scores compared to team members, resources for notification from supervisors with targeted coaching guidance, and an inline player for listening to calls.

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Coach at a glance

Coach provides direct performance feedback and agent coaching based on automated call analysis.

Advantages

Objective – Standard scoring methodology applied to all calls builds agent trust

Actionable – Action assignment triggered by scored alerts and linked with call detail optimizes quality, compliance and customer experience

Sustainable – Agent dashboards with performance scoring and team comparison encourage persistent self-improvement supported by coaching

Features

- Personalized, web-based portals for agents and supervisors
- Alerting system for managing notifications for coaching activities
- Contact finder for searching and filtering call records
- Integrated, inline call player
- Targeted coaching notes as annotations for individual calls

Key Capabilities

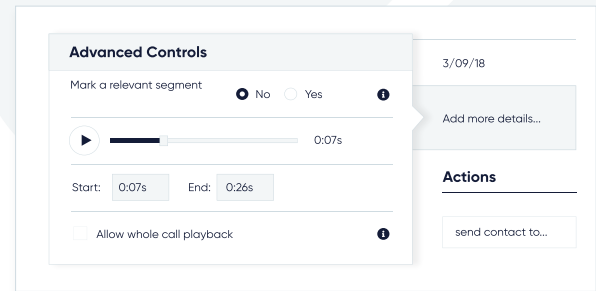
Personalized Dashboards

Personalized, easy to read performance indicators display current performance & trend information, that aggregates key information within a single view. Supervisor dashboards present a complete view of agent and team performance. Agent dashboards offer personalized information for each agent's performance evaluations.



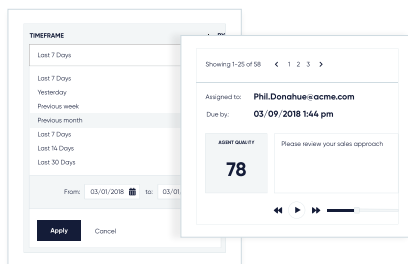
Customizable Notifications

A customizable alert tool enables supervisors to deliver directed performance feedback to agents as focused, contact specific notifications that agents can view and respond to. Supervisors can also make comments as annotations to contact records, view details for the contact that triggered the notification, and take other actions directly from the contact.



Call Finder & Viewer

The embedded contact finder simplifies searching for specific contact records – and filtering them – using attributes including keywords, date ranges, metadata and performance scores. From each contact record the call can be played back inline and actions such as annotating, alerting and assignment applied to encourage awareness and results.



Request a Demo Today

For more details about Coach please contact your CallMiner Sales Director or Customer Success Director. Also be sure to visit us at www.callminer.com or our community-based website for customer engagement professionals at www.CallMinerCustomerConnect.com.

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