

# Coach

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

Personalised coaching and performance feedback within the contact centre is crucial to improving call centre 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 personalised coaching, contact centres 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 personalised insights necessary to maintain compliance and efficiency while driving improved customer interactions. Without consistent and personalised 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 customised manual or automated scoring criteria. By understanding agent and customer interactions deeply, supervisors can identify performance trends, target behaviour 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

Customisable 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 visualisation, 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. Realise the power of speaker separation, sentiment analysis, and redacted audio output.

## Benefits

### Scale your quality programme

Automatically identify customer dissatisfaction and frustration, agent training opportunities and inefficiencies such as silence at scale. Customise your programme 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 centre.

### Focus on the agent experience

Increase agent retention with personalised coaching for each agent. Share positive agent behavioural 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. Prioritise 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 behaviours.

### 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 centre.

## Challenges and Capabilities

### For contact centre 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 personalised 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 organisation'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](mailto:sales@callminer.com).

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