


Calabrio Performance Coaching

EMPOWERING YOUR TEAMS WITH
TOOLS FOR SUCCESS



CALABRIO™



With Performance Coaching, you'll be able to better identify agent behaviors, improve coaching, and measure performance over time. Using your existing QM evaluation forms, you can track key agent behaviors, identify areas of improvement, and measure the true effectiveness of your coaches.

Benefits :



SAVE TIME FOR YOUR SUPERVISORS



ORGANIZE YOUR AGENTS' PERFORMANCE METRICS



UNDERSTAND YOUR AGENTS' SKILL GAPS



INCREASE YOUR AGENTS' ENGAGEMENT AND PRODUCTIVITY



REINFORCE YOUR AGENTS' TRAINING AND DEVELOP AGENT-SPECIFIC PROGRAMS



TRACK EFFECTIVENESS OF YOUR COACHES



PROVIDE CLEAR DIRECTION ON AREAS FOR IMPROVEMENT AND TRANSPARENCY

Key Features:

- Overall performance dashboard
- Role-specific dashboards
- Drillable dashboards
- Behavior-specific tracking
- Assign coaching session to specific agents based on evaluation scores
- Customizable tactics and root causes
- Perform, review, and track coaching sessions all in one place
- View coaching history and effectiveness

As customer expectations continue to rise, and flexible working becomes more accepted, contact center leaders must reassess their Quality Assurance processes. Managing a hybrid contact center workforce for the long haul won't be easy – and those expectations aren't going away.

To deliver good customer experiences, we must understand how agents are feeling. Have you thought about what's at the top of your agents' wishlists? A recent Calabrio survey found that they want more frequent touchpoints in addition to the annual performance appraisal. They want those touchpoints to be more personalized and forward-looking. They are looking for more flexibility when it comes to training and coaching.

How to address agent performance:



TRACK

Track agents' behaviors and skill sets to see which agents are excelling and which require additional coaching and training.



EVALUATE

Use the evaluation form to identify the key behaviors and skills your agents need to help customers with their concerns.



COACH

Schedule agent-specific coaching sessions to help them in the areas they require additional help and training.



Performance Coaching allows you to track performance, identify behaviors and customize coaching guidance for your agents. You can document the following metrics:

- Agent behaviors and skills
- When agents were coached, and on which topics
- Who coached the agents
- Which topics were covered in coaching
- Which session types were used
- What were the root causes
- What were the agents' scores at the time of the coaching session
- What commitments were made, timing needed to correct and if they are met.

Use your evaluation forms to identify behavioral development opportunities for agents.

- **Behaviors:** Identify the skills you want to track and address with agents.
- **Tactics:** Keep track of what types of coaching sessions are used.
- **Root causes:** Identify why a coaching session was needed.

How To Address Coaching Effectiveness

1

TRACK

Track the effectiveness of your coaches by comparing agents' scores on evaluations after coaching sessions

2

EVALUATE


Measure the effectiveness of your coaches and identify areas they excel and areas for further guidance.

3

COACH

Set up coaching sessions to improve coaching efficiency for your team leaders.





With Calabrio ONE's Performance Coaching module, you can track the effectiveness of your coaching program.

YOU CAN DOCUMENT THE FOLLOWING METRICS

- Overall improvement of agents by coach
- Specific coach strengths
- Areas of improvement
- Which types of coaching sessions are administered
- Which behaviors/skills are most addressed
- Areas of improvement not tied to a behavior, but are knowledge or technology-based needs

Effective coaching is vital for improving performance. With Performance Coaching, you can see an agent's coaching history and create personalized coaching sessions to focus on areas of improvement.



COACHING HISTORY

This screen shows previous coaching sessions, any commitments made, previous scores and underlying behaviors.



COACHING SESSION

Here you can assign and perform a coaching session with an agent. Identify behaviors that needs attention and create a commitment to correct the behavior -- or praise an agent who is doing well.



How to measure performance

- **Performance Dashboard:** This dashboard is for high level overview of goals and averages.
 - **User view:** Users can view data to see Monthly or Weekly trends, and any data for individuals, teams, or groups they oversee.
 - **Tenant view:** An administrator or user with full scope can see all evaluation forms, average goals, and actual scores.
 - **Group view:** A QA or coach can view the overall group's goals and average scores, broken down for each evaluation form. This view is available in monthly or weekly formats.
 - **Team view:** Supervisors or managers can see which agents are aligned to their teams.
 - **Agent view:** Anyone can drill down to the agent view, which brings them to the agent dashboard.
- **Agent Dashboard:** You can see overall agent goals and average scores, broken down for each evaluation form. You can view this in a monthly or weekly view. You also have access to trend reports to help you identify any trends in your contact center.
- **Team Dashboard:** You can see the overall team's goals and average scores, broken down for each evaluation form. You can view this in a monthly or weekly view. The team dashboard also allows you to see and filter your high and low performers.
- **Metric Admin Dashboard:** You can make administrative updates to the coaching forms.

CALABRIO™

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. The scalability of our cloud platform allows for quick deployment of remote work models — and it gives our customers precise control over both operating costs and customer satisfaction levels. Our AI-driven analytics tools make it easy for contact centers to uncover customer sentiment and share compelling insights with other parts of the organization. Customers choose Calabrio because we understand their needs and provide a best-in-class experience, from implementation to ongoing support.

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