



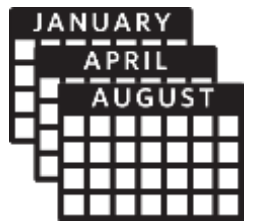
Latest Trends in Performance Management

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Latest Trends in Performance Management



The Toolset



Reporting Frequency and Immediacy

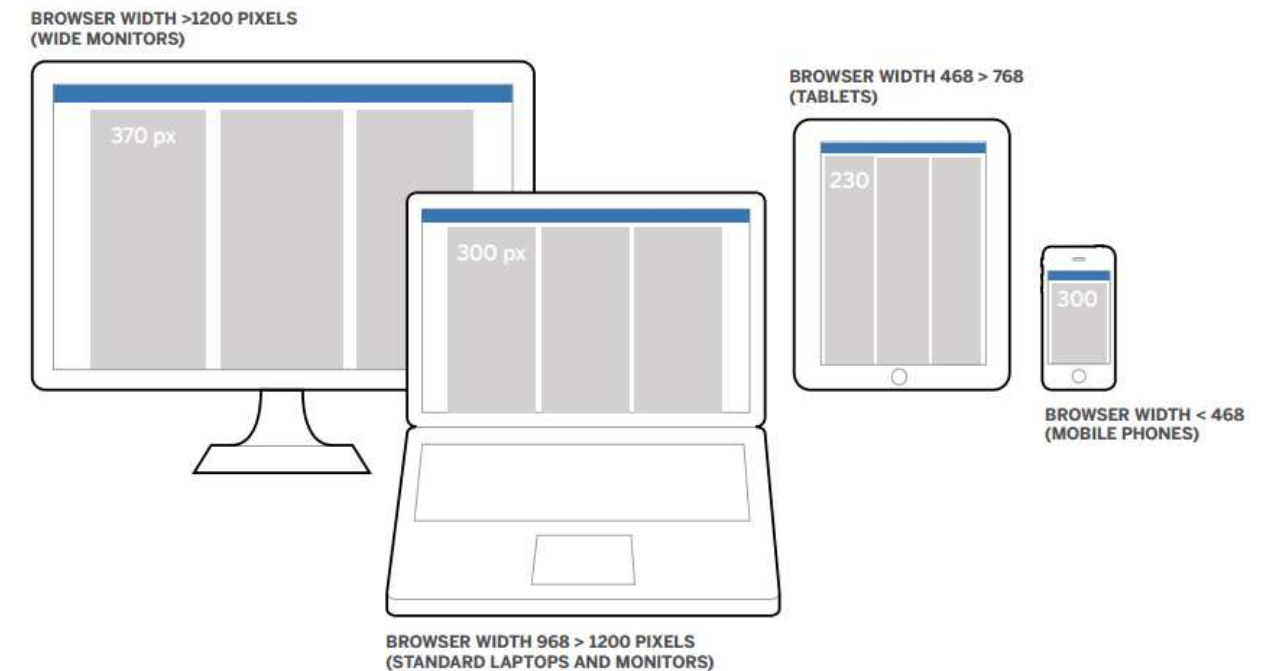


Speech & Text Analytics

The Toolset

Current Performance Management Systems

- ▶ Desktop application
- ▶ Thin client, with download or plug-in
- ▶ Smartphone apps for Iphone, Android maybe even Windows Phone



HTML 5 / Responsive UI

- ▶ Multi-device, browser and Form Factor Support
- ▶ Consistent UX
- ▶ Reduced training time and costs
- ▶ Reduced maintenance
- ▶ User Empowerment



Immediacy

Historically, Performance Data would be

- ▶ Processed automatically, overnight
- ▶ and available in the morning

Perhaps even:

- ▶ Days old when it arrives
- ▶ In the form of large, unwieldy spreadsheets

A system that receives intra-day performance data allows:

- ▶ Performance issues can be addressed as they occur
- ▶ simple gamification through hourly competitions...

Poll

How many calls do you monitor for each agent, each month?

Speech & Text Analytics

Calls being recorded for quality purposes:

- ▶ Extremely low coverage of calls
- ▶ Delayed feedback to agent on quality of call
- ▶ Difficult to apply consistent scoring across all agents and calls
- ▶ Numerous reviewers calls for reviewing of reviewers

Automated call scoring allows:

- ▶ **An increased number of calls reviewed, in a consistent manner**
- ▶ **More time available for coaching**
- ▶ **Reduced time to feedback**

In Summary:

- **HTML 5 / Responsive UI**
 - Consistent UX
 - Reduced training time and costs
 - User empowerment
- **Intra-day data feeds**
 - Performance issues can be addressed as they occur
 - Simple gamification through hourly competitions...
- **Speech & Text Analytics**
 - An increased number of calls reviewed, in a consistent manner
 - More time available for coaching
 - Reduced time to feedback