

HINTS AND TIPS FOR HELPING PEOPLE BE BETTER AT THEIR JOB

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agenda

- **Productivity**
 - Ease agent effort
 - Streamline agent assistance
- **Quality Management**
 - Empower agents to be more involved
 - Seek customer feedback regularly
- **Agent Engagement**
 - Ensure easy, real-time access to individual performance metrics
 - Bring fun and competition to the agents work life

Productivity

Ease Agent Effort

- Minimize the number of disparate systems
- Ensure all technology is modern and intuitive
- Bring the agent-centric mindset to your operational decisions
- Make agent work life as easy as possible



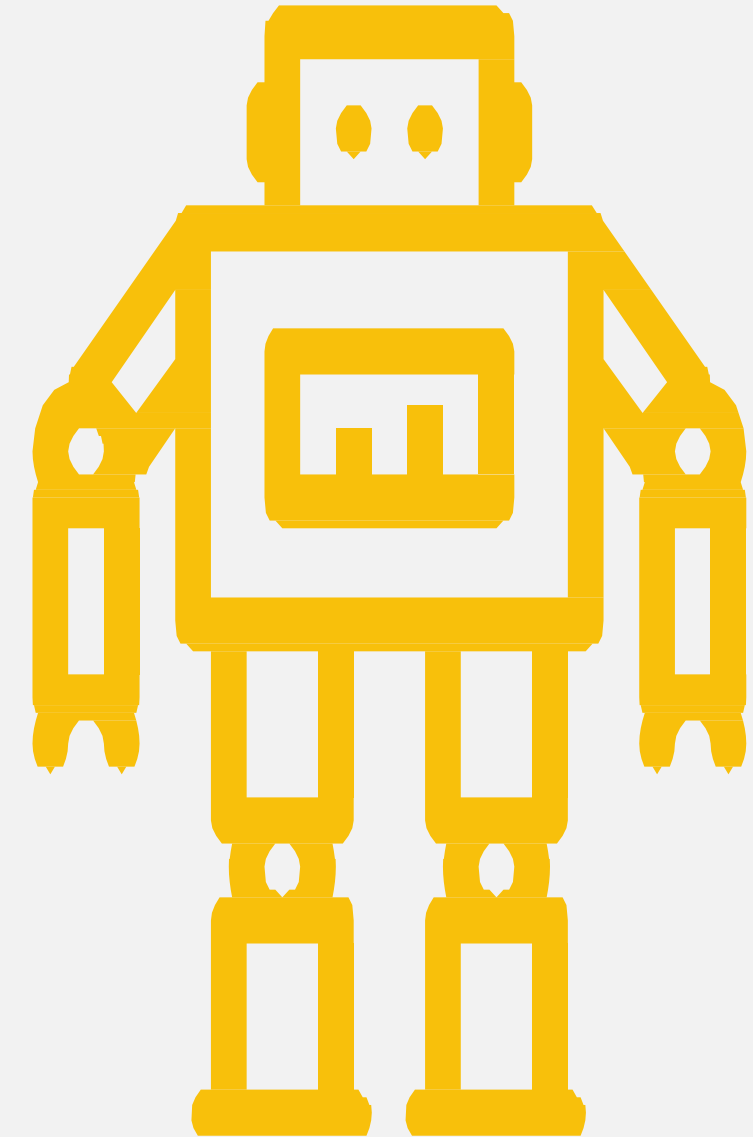
**Any product that
needs a manual
to work is broken**



- Elon Musk

Streamline Agent Assistance

- Maintain an easy to navigate knowledge base (Kb)
- Provide agents with as much customer information as possible
- Ensure easy access to “backup” support for agents
- Automate as many agent tasks as possible

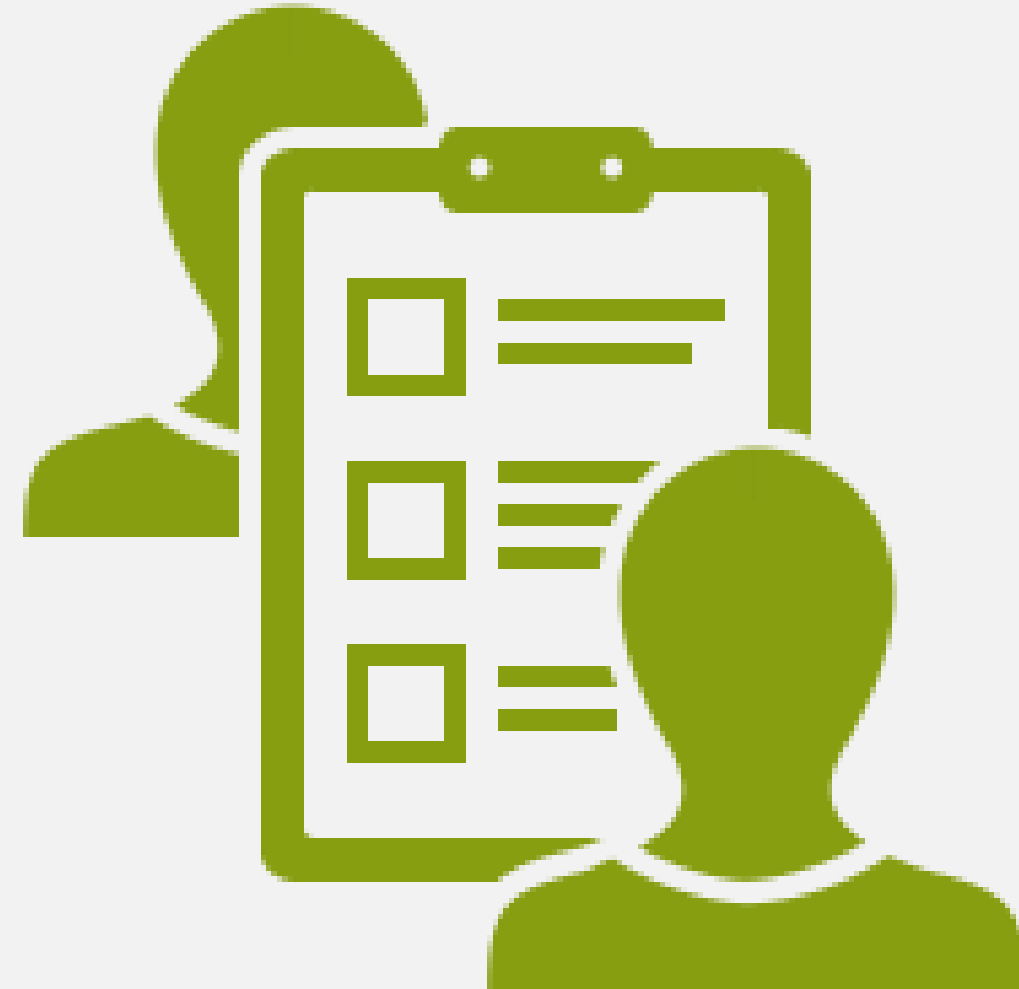


Agent Assist Bots

Quality Management

Empower Agents to be More Involved

- Offer self evaluation options
- Provide self coaching tools
- Ensure quality management is engaging



Seek Customer Feedback Regularly

- Present customers with an easy path to provide feedback
- Act on feedback to improve the customer experience
- Compare your aggregated feedback scores with your industry averages

_____ ? _____

**How many
communication
channels do you use
in your personal life?**

_____ ? _____

Agent Engagement

Ensure Easy, Real-time Access to Individual Performance

- Display all performance metrics through an easy to read dashboard for individual agent performance
- Make sure key performance metrics are updated as close to real-time as possible
- Ease the effort to compare individual performance to the objective(s)



**Disengaged employees
are 3.6 times more
likely to leave**



*- Quantum Workplace 21
Employee Turnover Statistics to
Inspire Engagement*

Bring Fun and Competition to the Work Place

- Drive engagement by setting achievement goals based on reaching performance milestones
- Foster an environment of fun competition to push performance to higher level
- Bring gamification to your operation to transform your operation into an engagement center of excellence



NICE inContact inView

inView

Dashboard

ACCOUNT

CLEARVOICE

CLEARVIEW

WALLBOARDS

SUPPORT

ClearView Demo | INCONTACT ADMIN

RYAN BLACK

LOG OUT

Calls 187

AHT 00:07:59

hsi/call 0.53%

Active% 87.23%

PERFORMANCE SUMMARY

Last 7 Days

Riot	AHT	CPH	DTV	Calls	Conversion	Sales	Sched Adhr	Cases Close	TicketOpen	ASA	SL%	QAHours	Calls Queued
ALEXANDRA GUTIERREZ	00:07:59	7.34	1	201	6.97%	14	0.00%	5	5	145.62	91.92%	0	198
Ammon Ramos	00:07:41	6.24	0	120	13.33%	16	0.00%	10	10	183.93	86.67%	0	105
Andrew Price	00:07:32	7.53	1	177	2.82%	5	0.00%	7	9	326.4	77.01%	0	174
Brian Heschke	00:08:40	6.79	0	45	2.22%	1	0.00%	2	0	291.33	95.56%	0	45
Cassie Presnell	00:13:12	4.42	0	41	0.00%	0	0.00%	1	2	417.8	60.98%	0	41
Christa Harvey	00:15:55	3.31	0	76	2.70%	2	0.00%	4	1	96.28	94.20%	0	69
Crystal Lameman	00:09:29	6.06	1	238	10.13%	24	0.00%	21	11	179.55	87.56%	0	209
Gennesis Marroquin	00:08:00	6.53	1	197	10.15%	20	0.00%	9	3	160.85	90.86%	0	197

METRICS

Last 7 Days

00:09:15

AHT

12,284

Calls

95.49%

CSAT

6.06

CPH

ANALYTICS TRENDING

Last 7 Days

ASA	Mean	% to Group	R-Squared	Slope	Change	Trend	Chart
ALEXANDRA GUTIERREZ	210.45	112.31%	0.58	24.08	232.57	11.44%	
Amie Thurnwald	123.02	65.65%	0.53	26.46	740.5	21.51%	

TRENDING

Last 7 Days

Roy Floor 1	AHT	CSAT
6:30 AM		0.00%
7:00 AM	00:09:41	95.49%
7:30 AM	00:07:52	0.00%
8:00 AM	00:09:36	0.00%
8:30 AM	00:09:10	0.00%
9:00 AM	00:09:15	0.00%
9:30 AM	00:09:57	0.00%
10:00 AM	00:09:37	0.00%
10:30 AM	00:09:06	0.00%
11:00 AM	00:09:22	0.00%

Average Handle Time & Customer Satisfaction for Roy Floor 1

GAUGES

Last 7 Days

140.25

ASA

86.05%

SL%

75

DTV

86.05%

QA %

RANKINGS -

Last 7 Days

Place	Pic	Name	Value
1st		Lonnie preece	307
2nd		Gema Ramos	284
3rd		Celia Lopez	283
25th		Haylee Koch	183
26th		Me	177
27th		Andrew Price	174

INTERVAL

Last 7 Days

Roy Floor 1	AHT	CSAT
12:00 AM		0.00%
12:30 AM		0.00%

CALL ARRIVAL

Last 7 Days

Rules Engine | ACCOUNT CLEARVOICE CLEARVIEW WALLBOARDS SUPPORT

ClearView Demo | INCONTACT ADMIN
RYAN BLACK
LOG OUT

Currency Admin

Search:
Folder: (All folders)
Active: ☒ Running ☐ Expired ☐ Both

☒ All ☒ No Actions ☒ Coins ☒ XP ☒ Currency ☒ Badges ☒ Proficiency ☒ Coaching ☒ Survey ☒ Challenge

+

TEST

Edit Results Copy

Answered MSFormScore

XP \$ Cup Grad Hand List Mail

6/13/2018 - Ongoing
Runs every 1 Week

Orders per Call Challenge

Edit Results Copy

OrdersPerCall OrdersPerCall

XP \$ Cup Grad Hand List Mail

5/21/2018 - Ongoing
Runs every 1 Day

Most HSI

Edit Results Copy

HSI QA% Calls

XP \$ Cup Grad Hand List Mail

3/28/2018 - 9/13/2018
Runs every 1 Day

HSI sales contest

Edit Results Copy

TOT_Calls AHT

XP \$ Cup Grad Hand List Mail

4/2/2018 - Ongoing
Runs every 1 Week

Sales contest

Edit Results Copy

Sales

XP \$ Cup Grad Hand List Mail

12/18/2017 - Ongoing
Runs every 1 Week

Productivity Champ

Edit Results Copy

OB CPH CPH

XP \$ Cup Grad Hand List Mail

5/8/2017 - Ongoing
Runs every 1 Week

HSI Sales

Edit Results Copy

HSI Calls QA%

XP \$ Cup Grad Hand List Mail Challenges

5/1/2017 - Ongoing
Runs every 1 Week

Top Seller

Edit Results Copy

DTV QA%

XP \$ Cup Grad Hand List Mail

4/10/2017 - Ongoing
Runs every 1 Day

AHT Veteran

Edit Results Copy

AHT DTV%

XP \$ Cup Grad Hand List Mail Challenges

10/28/2016 - Ongoing
Runs every 1 Week

Calls

Edit Results Copy

DTV HSI Calls Conversion

XP \$ Cup Grad Hand List Mail Challenges

10/10/2016 - Ongoing
Runs every 1 Day

Video Blowout

Edit Results Copy

Calls HSI DTV

XP \$ Cup Grad Hand List Mail Challenges

9/14/2016 - Ongoing
Runs every 1 Week

Conversion Championship

Edit Results Copy

Conversion Con%

XP \$ Cup Grad Hand List Mail

9/14/2016 - Ongoing
Runs every 1 Week

Sales Hero

Edit Results Copy

DTV HSI Calls Utilization

XP \$ Cup Grad Hand List Mail

1/29/2018 - Ongoing
Runs every 1 Week

Sales Challenge

Edit Results Copy

Calls HSI DTV AHT

XP \$ Cup Grad Hand List Mail Challenges

9/13/2016 - Ongoing
Runs every 1 Day

Direct TV Showdown

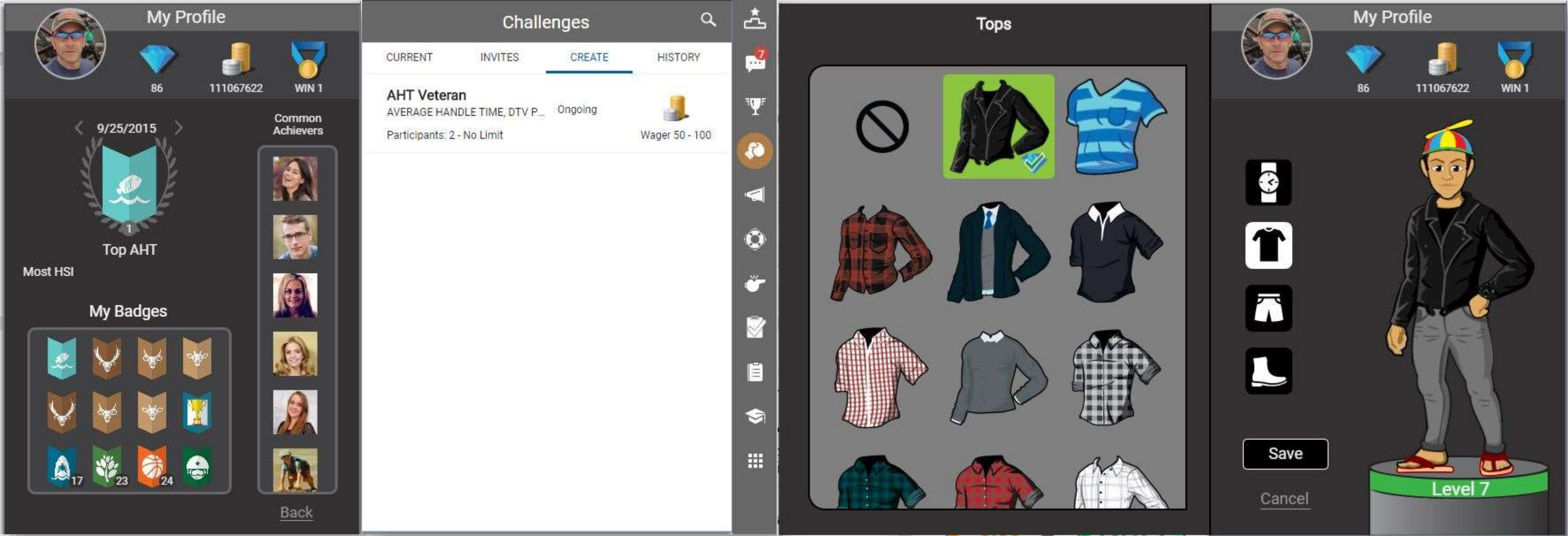
Edit Results Copy

DTV AHT SchedAdhr


XP \$ Cup Grad Hand List Mail

8/26/2016 - Ongoing
Runs every 1 Week

NICE inContact inView



NICE inContact inView



Ryan Black - Coin History						
Event Date	Description	Earned/Spent		Reserved +/-	Available	Reserved Total
5/14/2018	Earned 50 coins from Range on Most HSI to Jason Green.	50	0	111067622	0	
5/13/2018	Returned 100 points from Challenge AHT Veteran	100	0	111067572	0	
5/12/2018	Earned 50 coins from Range on Most HSI to Jason Green.	50	0	111067472	0	
5/11/2018	Earned 50 coins from Range on Most HSI to Jason Green.	50	0	111067422	0	
5/10/2018	Purchased 50 Gems	-1000	0	111067372	0	
5/10/2018	Purchased 50 Gems	-1000	0	111068372	0	
5/9/2018	Earned 50 coins from Range on Most HSI to Jason Green.	50	0	111069372	0	
5/2/2018	Earned 1180000 coins from Ratio on Chris R Training 1 - Copy to Jason Green.	1180000	0	111069322	0	
5/2/2018	Earned 1180000 coins from Ratio on Chris R Training 1 to Jason Green.	1180000	0	109889322	0	
5/1/2018	Wagered 100 coins to start AHT Veteran on 5/7/2018.	-100	0	108709322	0	
4/25/2018	Earned 1480000 coins from Ratio on Chris R Training 1 - Copy to Jason Green.	1480000	0	108709422	0	
4/25/2018	Earned 1480000 coins from Ratio on Chris R Training 1 to Jason Green.	1480000	0	107229422	0	
4/18/2018	Earned 1360000 coins from Ratio on Chris R Training 1 - Copy to Jason Green.	1360000	0	105749422	0	
4/18/2018	Earned 1360000 coins from Ratio on Chris R Training 1 to Jason Green.	1360000	0	104389422	0	
4/11/2018	Earned 2220000 coins from Ratio on Chris R Training 1 - Copy to Jason Green.	2220000	0	103029422	0	
4/11/2018	Earned 2220000 coins from Ratio on Chris R Training 1 to Jason Green.	2220000	0	100809422	0	
4/4/2018	Earned 1830000 coins from Ratio on Chris R Training 1 - Copy to Jason Green.	1830000	0	98589422	0	

MORE

NICE inContact inView

MARKETPLACE

Search here ...

Orders

Ryan Black
111067622
Coins

Categories

ALL

▶ TOYS

▶ PERKS

▶ GAMING


▶ ENTERTAINMENT

▶ KITCHEN

▶ BEAUTY

▶ CLOTHING

<




>

Reserved Parking Spot


3000 COINS

Out of Stock

Featured Items

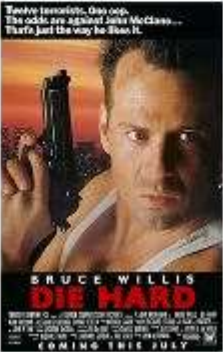


Xbox One X



Call of Duty WWII

Sale



Die Hard

17

NICE inContact

Seek the Right Technology

Productivity

- **Require a single user interface and navigation**
 - Email
 - Chat
 - Voice/phone
 - SMS/Text
 - Access to all scheduling information and needs
 - CRM + customer communication
- **Seek innovation that supports agent efforts**
 - Use Chatbots to reduce handle time and agent effort to seek answers and navigate knowledge base

Quality Management

- **Target solutions that offer multiple ways for quality to be evaluated**
 - Self evaluations
 - Quality Analyst evaluations
 - Automated evaluations
- **Customer surveys should be offered on multiple channels in order to obtain feedback regularly**
 - IVR/voice
 - Email
 - Text/SMS

Agent Engagement

- **Make gamification a priority to drive performance forward**
 - Milestone based achievement badges/recognition
 - Enable peer-to-peer games to make their job more fun and interactive
- **All performance metrics should be aggregated into a single, dashboard friendly interface for all levels**
 - Agents up to executives should have access to view performance in real-time at the level and for the metrics that matter most to them individually

Many Thanks!



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Thank You