

PerformanceEdge® Performance Management Coaching

In the contact center supervisors and team leaders can help proactively correct performance issues at the individual agent and team level before they get out of hand. Closed-loop staff development and improvement can be difficult to achieve if processes are manual and paper-based, making them costly, prone to inconsistency or subject to errors. By providing a consistent and repeatable coaching process you can improve the effectiveness of your most valuable contact center resources - your agents. Coaching enhances agent job satisfaction and the overall performance of your contact center.

Performance Management Coaching: Individualizing Training and Measurement

Coaching is part of the PerformanceEdge Performance Management workflow application that automates, measures and monitors the overall coaching process for improved staff development. With it, you can assign coaching sessions, classes or other training tools to team members based on the need to improve performance against one or more selected key performance indicators (KPIs).

Alert Supervisors to Employees and Metrics that Require Attention

An automated, up-to-date view of contact center performance metrics allows managers to quickly catch and respond to potential problem behavior before KPIs are significantly impacted. PerformanceEdge® Performance Management allows supervisors to proactively implement coaching and development tactics, thereby correcting critical issues and preventing individual career setbacks.

By responding rapidly to individual performance shortcomings, the overall performance of teams and the entire contact center can continuously improve. Using PerformanceEdge Performance Management to deliver tailored and personalized coaching for every individual agent, managers can help employees acquire the skills and competencies they need to make a greater contribution to the organization's revenue or service-level goals.



Coaching is part of a complete family of applications built on the Performance platform.



Benefits

- Enables individualized and personalized coaching sessions.
- Reduces conflict between managers and agents.
- Saves time by automating and streamlining the coaching process.
- Increases job satisfaction and career development.
- Encourages agent self-development and enables self-correction.

Features

- Automates KPI measurement and tracking.
- Integrates with contact center applications to pinpoint areas in need of improvement.
- Alerts employees of upcoming coaching sessions—and tracks compliance.
- Monitors training impact on organizational goals.

Ensure Agent Compliance and Track Course Effectiveness

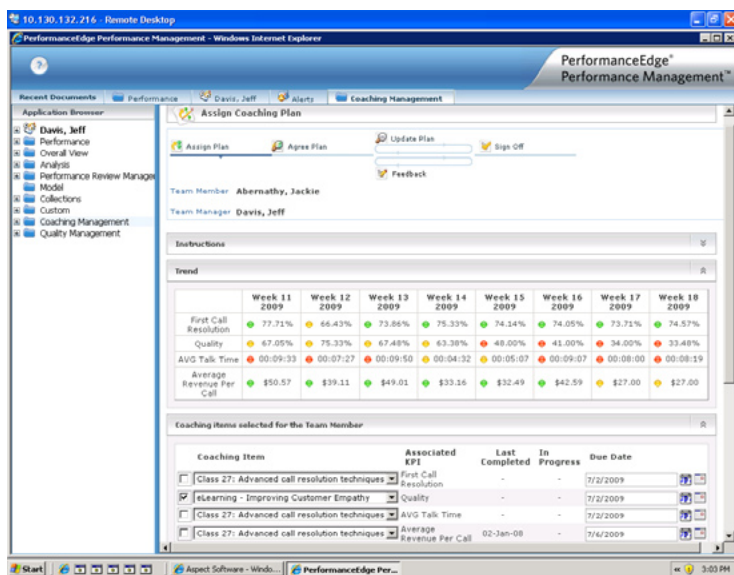
Coaching gives managers insight into exactly which agents are and are not complying with the coaching process. Using dashboard metrics and configurable cockpits, managers can easily identify these individuals—and their effect on the overall performance of the contact center. In addition, by linking coaching to KPIs and providing daily performance reports, this enables managers and supervisors to determine the exact effects of the coaching workflow process on metrics and on individual performance.

Pinpoint Areas Most in Need of Coaching

PerformanceEdge® Performance Management integrates with critical contact center data systems to track KPIs, providing valuable insight into key areas for coaching. With this clarity, managers are better able to drive true performance gains throughout the contact center with a combination of objective data, regular review cycles and actionable coaching plans for individuals or teams of agents.

Improve Training Effectiveness

With AIM Coaching, the contact center—and the business as a whole—can improve training effectiveness and staff development. Supervisors and group managers instantly know which coaching techniques have the biggest impact on the company's performance and can make appropriate adjustments based on the needs of the organization. Furthermore, because agents have both the strategies and the tools to correct deficiencies, they experience greater job satisfaction as well as improved performance.



Supervisors can deliver coaching to correct deficiencies or provide background on new products, services and campaigns. Reminders and follow-up are triggered by due date.

PerformanceEdge® Group

The PerformanceEdge Group is a dedicated resource within the Aspect organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise.

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About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

