

# PerformanceEdge® Coaching & eLearning

**Your agents are the key to great customer experiences, but finding the time to develop agents' skills and performance can be a challenge. Coaching and eLearning from PerformanceEdge provides automated performance improvement tools that effectively develop employees at optimal times without impacting your center productivity, so you can easily increase the effectiveness and retention of your most valuable resource—your agents.**

Coaching & eLearning from PerformanceEdge combines agent quality evaluation, needs based coaching, results tracking and optimized scheduling capabilities with online learning management that help enable you to create an environment of continuous process improvement. These capabilities empower supervisors and managers to easily identify agent performance issues and deliver targeted coaching and eLearning to agents "in need" at the right time.

By streamlining the employee development and improvement process, PerformanceEdge Coaching & eLearning helps enhance agent performance and retention, reduce training and administrative costs, and increase customer satisfaction and revenues.

## **Easily Evaluate and Coach Agents to Improve their Effectiveness**

PerformanceEdge Coaching & eLearning includes quality management capabilities that let you easily evaluate agent quality so that you can identify top performers for recognition and provide coaching for lower performers. The solution empowers agents to improve their effectiveness by allowing them to view evaluation forms, recorded calls and screens, as well as coaching feedback on specific customer interactions—all from an easy to use interface.

## **Enhance Agent Performance through Customized Coaching Workflows, Alerts and Tasks**

To enhance agent and contact center productivity, PerformanceEdge Coaching & eLearning includes robust performance management tracking tools, including customized coaching forms, workflows, alerts and tasks that enable a complete, automated closed loop process to manage and enhance agent performance.

Pre-defined alerts and workflows can be created to consistently monitor agent performance and if an agent misses his or her targets the system can automatically notify supervisors or managers and automatically initiate a coaching session. In this way a performance improvement plan can be put in place and information captured during the session can be stored in the system to determine the impact the plan has had on agent performance.



## Highlights

- Automated tools for goal setting, performance tracking and initiating "needs based" coaching.
- Customizable coaching forms, workflows, alerts and tasks based on business process rules.
- Agent self-evaluation and feedback tools with online coaching.
- Implement performance improvement plans through coaching sessions, and eLearning modules.
- Deliver eLearning content to agent's desktop while monitoring service levels in real time.
- Pre-packaged eLearning course content designed to address standard contact center agent problems.
- Train agents on latest services, products, or regulations without sacrificing customer service levels.
- Holistic communication with PerformanceEdge Workforce Management, Performance Management, and Quality Management applications.

Coaching form data can be integrated to create reports, dashboards, or workflow tasks. These elements combined with automated forms can support multi-step workflows that can pre-fill an agent coaching form with an embedded quality recording and performance data and routed to an agent for their acknowledgement for eLearning and HR purposes.

### Increase Cross-Sell and Up-sell Opportunities

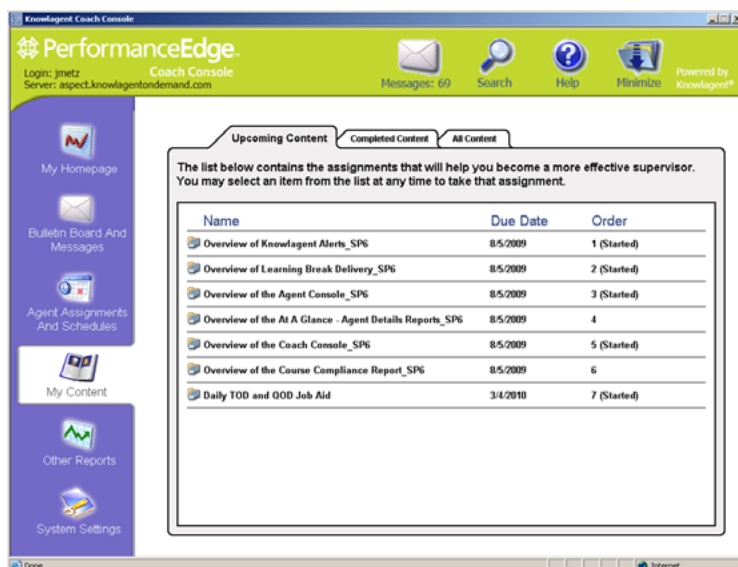
In addition to helping identify important customer trends, PerformanceEdge® Coaching & eLearning can also assist in pinpointing new revenue opportunities. With its integrated speech analytics and performance management capabilities, the solution utilizes business data in association with the customer interaction recording to enable your organization to identify and evaluate specific high value customer interactions, providing the ability to deploy new sales tactics and strategies as appropriate to help drive increased revenues.

### Find the Time to Develop Agents

When it comes to delivering high quality training, organizations need a solution that addresses the full range of training needs identified via coaching sessions. In addition, product or services content, company information, legal policies and call handling skills are just a few of the many subjects that a contact center agent must understand to do their job well.

PerformanceEdge's eLearning capabilities optimize the effectiveness of training and administration by streamlining the creation and delivery of personalized training to quickly improve agent performance. It includes pre-packaged course content designed to address standard contact center agent problems and identified problem areas, so you can act upon them proactively. You can also easily create and publish customized courses and communications, or import existing training content to meet your center's unique training needs.

And when integrated with PerformanceEdge's workforce management capabilities along with industry leading ACDs, PerformanceEdge eLearning, enables you to leverage small pockets of call volume downtime to push targeted reinforcement training and best practice communications directly to your agents' desktops. The result is improved frontline productivity and effectiveness—without taking agents off the floor and without negatively impacting operational metrics.



PerformanceEdge lets you assign and prioritize specific eLearning courses and communications to individual agents or groups of agents to be pushed to their desktops during optimal times.

### 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](http://www.aspect.com).

### 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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