\Orchestrating a brighter world

NEC

DVSAnalytics

(Encore™ QM with eCoaching)

Quality Management

At a Glance

- Unique eCoaching guarantees coaching sessions are assigned

- Linking eCoaching assignments to evaluation questions improves scorecard quality

- eCoaching assignment status available for agents and managers

- Quizzes help assess agents' knowledge of new skills and information

- Quality Management reports track performance improvement

Overview

Contact center managers are continually challenged with finding the time to coach agents for performance improvement. NEC Quality Management (QM) solution, from DVSAnalytics, Inc.™, solves this problem with Encore's QM eCoaching. While one-on-one live coaching is always effective, it is very difficult to provide what is needed for all agents without automation. Encore automatically assigns eCoaching modules when evaluation questions fall below a set standard and then requires the agent to take a quiz. This virtually guarantees that coaching takes place for every unacceptable score.

Encore QM delivers the tools to create and perform evaluations of recorded contacts, and view numerous agent and evaluator reports. Adding Encore's unique eCoaching and Quizzes takes your QM process to an entirely new level!

Quality Management Process

Creating Evaluations, eCoaching Assignments and Quizzes - The quality management process starts with creating evaluations and scorecards. Managers build and modify agent scorecards to assess

agent performance on specific KPIs, gather business intelligence and monitor core values. Questions are organized into categories, such as product knowledge, professionalism, process standards, advocacy, etc.

As you add questions to the scorecards, you identify the scores or answers that will prompt an eCoaching assignment to be automatically sent to agents. eCoaching modules include links to eLearning lessons, such as videos or knowledge-based articles, best practice recordings, etc. and quizzes which aim to improve their skills and performance. The quizzes serve to assess the agents' understanding of the material as well as the effectiveness of instructional content.

Conducting Evaluations - When conducting evaluations, questions are answered and scores are tabulated by question, scoring category and overall evaluation. Encore QM's eCoaching automatically schedules assignments to be sent to the evaluated agents who score at or below the predetermined "unacceptable" threshold for a question.

A selection of "No" will automatically assign the "Effective listening" eCoaching module to the agent. This module has an eLearning link that opens a video tutorial on effective listening.

A selection of "Not Effectively" will automatically assign the "Proper greeting" eCoaching module to the agent. This module has an eLearning link that opens a training presentation on proper greeting procedures.

A selection of "2 stars" would normally assign the "Effective listening" eCoaching module to the agent, but because another question has already assigned this module, the system will not repeat the same assignment.

Sending eCoaching Assignments - Upon completion of an evaluation, a list of scheduled assignments associated with that evaluation is displayed for the evaluator to see. Unless action is taken to "uncheck" an assignment, the listed assignments are immediately sent to the agent. Also, if enabled, a message is sent to the agent when an evaluation is complete and ready for him to review. An added bonus is that general eCoaching assignments, not linked to recordings or evaluations, can be assigned to an entire team, such as a new product tutorial or announcement.

Receiving and Tracking eCoaching Assignments - Agents receive notification of assignments via email. They are prompted to log into Encore when time permits, view their assignments, click the eCoaching links and complete the assignments. Both agents and managers can view assignment status – completed, in process, not started or overdue.

Measuring eCoaching Effectiveness with Quizzes - At the end of an eCoaching assignment, agents are prompted to complete a quiz to assess their comprehension of the material covered and to determine the assignment's effectiveness. Completed quizzes are saved and can be reviewed at any time. The eCoaching Quiz Results report can also be generated to review quiz scores and determine if additional training is required.

Continuous Improvement Process - Encore's reports provide feedback on progress which may result in modification of evaluations and creating new eCoaching assignments. The power of this continuous performance improvement process is unlimited!

Summary

Managers are continuously faced with lack of time to perform follow-up coaching on low-scoring evaluations. Encore eCoaching and Quizzes solves this problem and takes the quality management process to an entirely new level! Coaching occurs automatically, effectiveness is immediately measured with quizzes and, with Encore QM reports, managers can view before and after performance improvement.

Additional Encore Features that Improve the QM Process:

Be sure to learn about using Encore's dynamic playlists, live mobile monitoring, speech and desktop analytics as well as post contact surveys to help the QM process focus on the most appropriate recordings to evaluate.

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