



Agent Coaching and Training

VPI's **Activ! Coaching** puts knowledge in the hands of those who need it, precisely when they need it the most. This tightly integrated system delivers training content and messages to agents just in time to improve their efficiency and enhance productivity. Contact centers that use **Activ! Coaching** have better trained, motivated, and empowered agents, which invariably results in improved customer satisfaction, retention, advocacy, and profitability.

A highly effective alternative to traditional learning, electronic coaching can also be implemented to complement your current training programs. **Activ! Coaching** has been designed specifically to meet the needs of contact center operations managers and trainers who are required to constantly improve agent performance – giving them the tools to distribute on-going training in a dynamic environment.

Reap the Benefits of “Just-In-Time” Information

Maximize the Success of Each Agent and Supervisor

- Deliver relevant, custom content to agents just in time for new campaigns, such as training flashes, quizzes, eLearning courses, educational tips, examples of best practices calls, compliance bulletins, and pre-shift announcements
- Skills-based agent training ensures progressive agent development, from basic to advanced skills

Deliver Courses Based on Rules or Classroom Assignments

- Rules-based, thin-client distribution system manages the delivery of training content to agents, groups of agents, and managers across multiple sites, and accessible via customized Web pages or desktop dashboards
- Leverages integration with the Activ! Planner workforce management systems with automated delivery of training based on work and shift schedules to maximize productive agent uptime
- Business rules may be defined to trigger the delivery of training materials based on performance metrics thresholds
- Classroom training option gives the learning administrator full control of course assignments

Create or Import Training Content

- Training content and methodology adheres to open-standards, SCORM-compliant architecture
- Intuitive content creation and testing tools for easy in-house and 3rd party authoring
- Advanced content management for hierarchical and custom tag-based content categorization and intelligent distribution

Track Learning Progress

- Assessment tool enables quizzes to be easily embedded or linked to course material
- Tracking capability allows managers and trainers to quickly measure if training was viewed and understood
- Consolidated, KPI-correlated reports measure the results of coaching and training, associating KPIs with courses to track the impact of specific training content on agent performance

“We wanted to make an investment in some e-learning transfer knowledge tools that would enable us to **quickly test the agents on their ability to understand** certain things and to give general refresher courses to ensure that they were following the standards that we set out. We also wanted to **set up an automated, rules based e-learning tool that would simplify our training** and allow us to quiz our agents on a quick, easy, and timely basis.”

- Lou Orsi, Vice President
1-800-Flowers.com

	Assigned Coaching Courses			Most recent course: Updating credit profiles — score 89%	MAIN
	1) Call Handling Training Clip	2) Credit Quiz	3) SpeedPay Basics	SKILLS	
4) Improving quality scores	5) Techniques for lowering talk times	6) Schedule Adherence Policy	QA	COACH	
Stacy Adams	AGENT SCORECARD			Be sure to ask all customers if there is anything else you can do for them at the end of each call.	

Dashboards display links to relevant training and coaching content.

Maximize Training Impact with Targeted Course Delivery

Activ! Coaching enables you to send targeted training content to your agents. The material is customized based on agent skills and distributed when it is most relevant – improving each agent’s opportunity for success. The software allows for easy content creation and testing, and you can also include your existing or new 3rd party content. Course content can be organized and intelligently distributed to agents and managers, either individually or as a group. Training can be assigned manually in a classroom setting or delivered automatically to custom Web pages or agent desktop dashboards based on business rules such as performance results or schedules.

Leverage Integrated Systems to Customize Training

A key component of VPI's award-winning **Activ! Performance Suite™**, **Activ! Coaching** is part of a tightly integrated, modular suite of best-of-breed workforce optimization solutions. Virtually all of the solutions enable you to achieve significant exponential value from your **Activ! Coaching** software. For example, the suite's powerful speech and performance analytics systems can be used to automatically identify call recordings that represent the best and worst customer-agent interactions, which can then be embedded in training materials. With the integrated workforce management system, you can ensure that training is scheduled for the most appropriate times, in order to maximize productive uptime and minimize service level impact. Integrated with agent evaluation software, agents can see their most recent evaluation results on their dashboards as soon as they become available. They can then immediately take action to improve, rather than wait for weeks for a face-to-face with their supervisor.

User	Date started	Date completed	Passed	Not in time	Score	Deadline
Vanessa Adams	6/22/2004 7:29:10 PM	7/6/2004 7:30:05 PM	✓	●	0	40
Tracy Adams	6/22/2004 1:54:55 PM	7/6/2004 1:55:22 PM	✓	●	0	25
Edward Adams Jr.	6/22/2004 9:03:05 AM	7/6/2004 9:03:45 AM	✓	●	0	25
Anna Adams	6/22/2004 2:44:19 PM	7/6/2004 2:44:52 PM	✓	●	0	20
Christi All	6/22/2004 9:11:30 AM	7/6/2004 9:12:21 AM	✓	●	0	145
Harrison Armstrong	6/22/2004 9:11:30 AM	7/6/2004 9:12:21 AM	✓	●	0	130
Michelle Adams	6/22/2004 9:11:30 AM	7/6/2004 9:12:21 AM	✓	●	0	45
Patrick Armstrong	6/22/2004 9:11:30 AM	7/6/2004 9:12:21 AM	✓	●	0	45

Detailed training status report card.

Track Impact of Training on Performance

With the system's built-in assessment tools you can easily measure and track the results of your training and its impact on group or individual performance. For a granular assessment, training progress may be associated with specific KPIs. Use authoring tools to create quizzes that immediately measure the full extent of your agents' comprehension and the retention of your training content. **Activ! Coaching** provides detailed reporting, allowing you to easily track training usage and test scores. The system's consolidated performance and coaching reports make it easy for operations managers to measure the impact of their training initiatives on improved agent performance.

Rapid ROI and Low Cost of Ownership

Increase Revenue

- Increased sales, collections, and customer service quality resulting from better trained and informed agents
- Fewer "lost sales opportunities" due to the automatic delivery of training when agents are under-performing
- Increased customer satisfaction, retention, and advocacy with higher levels of service

Reduce Costs

- Decreased training delivery costs
- Decreased agent turnover as a result of their increased confidence and improved performance
- Increased first call resolution
- More efficient use of training time and resources
- Reduction of ramp-up time for new campaigns and new agents as a result of presenting training content on-line
- Reduced number of agents sent back for classroom re-training

Increase Agent Productivity

- Continuous performance improvements with automatic delivery of targeted training to under-performing agents
- Efficient, empowered agents due to fast, efficient delivery of new information
- Faster resolution of escalations

Count on a True Partnership

The Key to Successful Deployment

Your success is our success. Our professional services team is committed to helping you successfully plan, implement, integrate, operate, and maximize the value of our solutions. We will enable you to optimize your performance in the shortest amount of time possible. Our services include:

- Professional Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development