

“Our primary focus is always on the people and our own actions. We use IT systems only if they support our employees in their duties. Click2Coach, the computerized coaching system of almato, makes an essential contribution to optimize customer service.”

Jürgen Fricke, CEO of Commerz Direct Service GmbH

Employees are the most important asset of Commerz Direct service

Seven days a week GmbH Commerz Direct service interacts with Commerz bank customers, answering questions, solving problems, marketing products, and serving as the public voice of Commerz Bank.

Commerz places great emphasis on key skills such as care, responsibility, service and customer focus, motivation, communication strength and social skills. Regular coaching and individual training, telephone system training, and complex surgery simulation helps to advance the personal and professional skills of the employees.

“We are very proud to have written this Commerz Direct service success story.” Jürgen Fricke, CEO of Commerz Direct Service GmbH

Benefits linked with Click2Coach

Using Click2Coach, the employees receive evaluations on a regular basis to improve communication skills and knowledge. The evaluation is summarized by Click2Coach and results are transmitted to the head of the training department. “This gives us an overview of the relevant issues that we need to focus on when training our employees. That way we provide the best customer service.” Senel Gülec, operations manager at the call center.

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Results

- Reduction of the AHT by approximately 3%
- Increase the technical, methodological and conversation skills of the agents
- Improve the process safety of the agent

Industry

- Financial

Regular subject tests are efficiently integrated into the coaching process. Supervisors can see the results at any time for any employee, and can determine whether further training or coaching is necessary.

The derivation of effective, sustainable and tangible meaningful action by Click2Coach enables specific employee development. Thereby, individual shortcomings can be addressed and agents can be directed to be more responsive, and more productive. By self-learning with Click2Coach, individual errors are reduced and our positive interaction rate increases.

“The flexible work-process design, the ease of use of the solution and the reduction of media breaks for the automated coaching process is a significant improvement in comparison to the conventional approach.” Senel Gülec, operations manager at the call center.

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SUCCESS STORY

Envision—Contact Center Performance Assured.

Envision helps companies better align and integrate the people, processes and technologies within the contact center to drive exceptional customer service. Our belief is that continuous agent improvement helps maximize every contact with customers, which ultimately drives increased contact center and enterprise performance. Envision Centricity is a complete Workforce Optimization suite to aggregate, monitor and analyze data and performance at the agent, contact center and enterprise levels. It is comprised of multiple applications including Envision Workforce Management™ for scheduling, forecasting and staffing, with applications for quality monitoring, identity protection and compliance, and analytics; and the industry-renowned Envision Click2Coach® for fully integrated quality monitoring and management, e-learning, automated coaching, robust analytics and performance management capabilities. Visit www.envisioninc.com, email info@envisioninc.com or call 206.225.0800 ext. 500 for more information.