

envision®

What Makes Your Contact Center Truly Effective?

Ongoing feedback, personalized training
significant challenges and rewards.
A new approach we call coaching.



Why Coaching?

It's the best way to manage and motivate your agents to deliver maximum business advantage.

Your contact center agents play a critical role in your enterprise. They have more direct contact with your customers than any other group, so they have a profound influence on your revenues and the quality of your customer care. Yet in most organizations, agents are not recognized or rewarded as vital members of the team.

Despite supervisors' best efforts, agents do not receive adequate attention or support, leading to inconsistent service, high attrition and low morale.

Coaching is the Answer

Coaching is the practice of providing your agents with the personalized training, objective feedback and information they need to perform at their best. It's a continual process of evaluating behavior, training to correct it and motivating for improvement. While great supervisors already know how to coach effectively, they lack the tools and time to be able to truly engage in agent coaching.

Make Coaching Your Standard

Click2Coach is the world's first integrated eLearning and quality monitoring solution for contact centers. By automating the coaching process, Click2Coach frees supervisors to focus on one-to-one communications, and it empowers agents to be highly effective, motivated and long standing contributors. Available from Envision Telephony, a pioneering leader in contact center software solutions, Click2Coach will help your team align fully with corporate objectives and deliver the utmost in customer service.

Click2Coach was designed with the singular goal of helping agents and supervisors improve their effectiveness—immediately, efficiently and consistently. The heart of the system is the ability to personalize feedback, so each agent knows exactly what to do to be more successful.



Coaching Method for Agent Effectiveness

“Click2Coach allows us to coach our agents in a positive manner. Because of this, they are now motivated to follow the quality call model we've put into place. The results have been impressive—**customer complaints have decreased by 30%!**”

—Jeff Swallows, *First Union Bank*

Make it Personal

Now your supervisors can provide one-to-one coaching every day, without any productivity hits.

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To the Agent Desktop

Click2Coach gives supervisors the tools to coach agents using evaluations integrated with customer interaction records, video training and centralized information about the enterprise, contact center and customers. The solution is unique in delivering all this directly to agents' desktops via a browser-based interface. Putting information at agents' fingertips ensures that they're better informed, which dramatically improves performance. It lets them learn at their own pace and in the privacy of their own workstations, which not only boosts job satisfaction, but also reduces operating costs by minimizing time spent away from customers. Perhaps most important, Click2Coach motivates agents to excel, rather than merely meet minimum standards, by providing immediate and ongoing feedback.



From Training to eLearning

Click2Coach introduces a whole new method of training agents, one that supports the constantly changing needs and culture of today's competitive contact centers. With this new practice of eLearning, supervisors create desktop training videos whenever the need arises. The process is so easy that creating a training video for even one agent's use is economical. The benefits of this "quick take" training are practically endless. For example, it results in faster learning and produces higher retention rates for new information. It reduces ramp-up times, so agents get operational more quickly. And, for centers that don't have the luxury of ongoing agent training, additional support can easily be provided beyond new-hire training.



Complementing Traditional Training

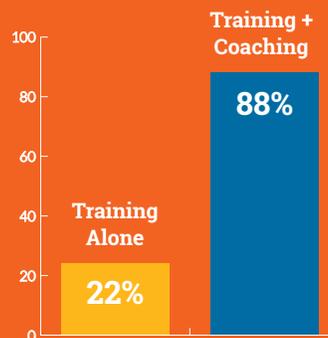
Click2Coach's eLearning doesn't replace traditional training, where groups of agents temporarily leave their desks (and their customers) for the classroom. In fact, Click2Coach can augment traditional instruction with short videos that remind agents of what they learned in the training room. However, eLearning does eliminate the delays associated with traditional training. Historically, supervisors decided to provide classroom training only when a group need emerged. Because of the lag time, some agents' skill levels were less than ideal for a certain period of time. Further, some problems were never even addressed by group training. Click2Coach surmounts these challenges by making it easy for supervisors to immediately produce how-to videos showing agents the proper procedures and techniques to use in a specific situation.

The Fastest Route to Agent Effectiveness

While training has always been an effective tool, enhancing training with coaching achieves much greater results. Click2Coach is so easy to learn and use, you can achieve performance boosts like these almost immediately.

Source: *Public Personnel Management*, published by the International Personnel Management Association.

PRODUCTIVITY GAINS



How Coaching Works

The Old Way	
Challenges	
Reliance on group training	<ul style="list-style-type: none"> • Costly and time consuming • Training delivered infrequently or long after need is identified • Training effectiveness limited, since not personalized
Manual recording	<ul style="list-style-type: none"> • Time consuming for supervisors • Not objective
Evaluations separate from recordings	<ul style="list-style-type: none"> • Time bottleneck, with evaluations conducted after the fact • Data not available for other use • Limited training value, since evaluations not reviewed in context
Emphasis on minimum level of quality	<ul style="list-style-type: none"> • Metrics focus on number and duration of contacts • Minimum use of expenses and resources
Click2Coach	
Advantages	
Personalized training delivered directly to agents' desktops	<ul style="list-style-type: none"> • Time and cost-efficient—fits in smoothly with existing workflow • Training delivered as soon as need is identified • Training effectiveness maximized through personalization
Automated recording	<ul style="list-style-type: none"> • Fast and easy for supervisors • Objective through random sampling
Evaluations integrated with recordings	<ul style="list-style-type: none"> • Streamlined process, with evaluations conducted with recordings while listening to the recordings • Data captured for reporting and correlation • Optimal training value, since evaluations reviewed in context
Emphasis on optimal customer care	<ul style="list-style-type: none"> • Metrics focus on customer satisfaction, sales customer care and other service factors—correlated with number and duration of contacts

Coaching A to Z

Click2Coach provides everything that evolving contact centers need—now and in the future.

Click2Coach is the only complete solution of its kind, integrating on-demand, personalized coaching with automated monitoring, recording and evaluation.

It integrates easily within your existing environment and will expand to meet your center's changing requirements.

Support for Voice, Email and Web Chat Communications

Today customers want to choose how they communicate with you. They may pose a question via e-mail when they don't have time to wait for a live agent or just need information, not action.

They may use Web chat on e-commerce sites to get information 24x7 in order to make an immediate purchase decision. They may use the phone when they want personal contact. With Click2Coach, you can ensure that agents have the proper training to respond to customer needs in any channel.

Since you can record and evaluate communications from multiple channels, you can measure agents' verbal, written and Web skills, making it possible both to use personnel efficiently and to increase your services easily.

Extensive Reporting Capabilities

Times have changed. Instead of measuring agents solely on the volume and duration of customer contacts, supervisors now also consider the quality of service, which can be assessed in terms of customer satisfaction, sales or any other criteria. With Click2Coach's extensive reporting capabilities, you have instant access to a wide variety of standard reports.

In addition, custom reports can be created to correlate contact center data with other enterprise metrics. Click2Coach's reports not only reveal how individual agents or groups are doing, but also clearly demonstrate the value the contact center brings to the enterprise.

Streamlined Agent Evaluation

With Click2Coach, you get a total package for reviewing agent customer communications, evaluating agent skills and measuring performance. The system eliminates the need to manually monitor agent activity, freeing supervisors for more important tasks. What's more, you can evaluate agents on whatever factors you choose.

Professional Services

Whether you're onboarding with our cloud solution, on-premise, or you're looking for help to improve your existing usage of our solutions with training or custom reporting, we are here to help. We take pride in creating a predictable service experience for our customers so there will be no surprises.

Six Steps to Going Live

Envision has been helping companies improve customer experience for more than 20 years. This experience allows us to ensure your implementation will be seamless and successful whether in the secure cloud or on-premise. We have developed a systematic configuration, installation and testing process with comprehensive training that will get your organization installed and live using our solutions quickly.

Here are the Six Steps to Going Live:

- Technical Data Gathering
- Solution Design
- Implementation Planning
- Remote Installation and System Testing
- Training
- Ongoing Support & Optimization

Cloud or On-Premise

With our solutions you have the flexibility to have your WFO solution installed on-premise in your data center or in the secure Microsoft Azure cloud... and if you are not ready for the cloud today we can help migrate you and your data when you are ready.

Cloud Benefits Include:

- Use of our multitenant solution which is built in the secure Microsoft Azure Cloud
- Faster onboarding time with lower costs
- Automatic upgrades to the latest features and functionality
- Low monthly subscription fee per user (billed annually)
- No SQL Server, recording storage or other third party licenses required lowers your costs
- Data is encrypted during transmit and at rest in your private storage
- You get geo redundancy without the costs offering 99.9% uptime
- Data is automatically backed up and you can scale and store your data for as long as you desire
- Secure access from anywhere, monitored by Microsoft Azure security personnel

On-Premise Benefits Include:

- Complete control of your solution within your own data center
- Non-proprietary, virtualized hardware support
- You manage the system, application and resources in a virtualized environment
- Upgrades included and controlled by you
- Our services group assists you in deployment, initial and on-going training
- Full migration to our multitenant Microsoft Azure cloud product is available
- Migration includes moving your data and recordings to the cloud

Learn more about the benefits of secure WFO in the cloud.

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901 Fifth Avenue, Suite 3300 | Seattle, Washington 98164 | 206.225.0800

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For more than 20 years, Envision has been providing award winning solutions that optimize customer experience by turning data from customer interactions into action, making an intelligent impact on your business that leads to exceptional customer experiences. Data from phone, e-mail, web chat and social media interactions can help quickly identify patterns and trends, optimize operations and transform customer relationships. Envision delivers innovative software solutions, in the cloud or on premise, to optimize your workforce. With our integrated line of Click2Coach products, customers get voice of the customer analysis, performance management, desktop analytics, speech analytics, interaction and compliance recording, quality management, workforce management and coaching and eLearning.

Visit www.envisioninc.com, email info@envisioninc.com or call 206.225.0800 for more information.

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