

# Agent Engagement

## Engage Agents to Elevate Your Customer Experience

Are you doing everything possible to keep agents engaged? Exceptional agent engagement yields remarkable customer satisfaction while decreasing agent attrition. It's even more important in today's fast-paced world where customer demands are complex and responding to them requires a highly trained, effectively scheduled and agile workforce.

DVSAnalytics Encore® provides you the tools to motivate your agents, deliver focused training, and respond dynamically to customer demands. DVSAnalytics saves you time and money while enhancing the customer experience.

### Improve Motivation — Recognize & Reward Your Agents

Encourage your agents with contests and rewards so they can:

- View real-time leaderboard standings.
- Set goals to attain desired rewards.
- View banked points to recognize progress toward goals.
- Maintain excitement with contest variety.

### Increase Empowerment — Move Your Agents to the Driver's Seat

Grow job satisfaction by giving agents tools so they can:

- Bid for favorite shifts on a mobile device or in the portal.
- Receive immediate schedule change notifications.
- View their performance KPIs and schedule adherence in real time.
- Perform self-evaluations to assess strengths and challenges.

### Targeted Training — Automate Ongoing Coaching for Your Agents

Send training content automatically, as needed, so agents can:

- Receive focused training based on identified coaching needs.
- Save time with short, online courses easily completed during low call periods.

- Schedule staff based on service level objectives
- Record all voice and desktop interactions
- Monitor important data points using real-time dashboards and reports
- Evaluate recorded interactions to identify areas for improvement
- Improve performance by automatically assigning eCoaching lessons
- Motivate using Encore Gamification to automate contests, recognition, and rewards

- Gain immediate feedback on their understanding of course material with quizzes.
- Stay interested with a variety of formats including video, PDF files, and more.

### Streamlined Contests — Recognize and Reward Your Agents

Automate creation of performance-based contests and rewards:

- Straightforward contest setup and administration.
- Increase capacity to host contests more frequently.
- Recognize top-performing agents with leaderboards.
- Flexible and easy-to-use reward management.

### Flexible Portals — Move Your Agents to the Driver's Seat

- Provide portal access for agents to accomplish more:
- Create agent portals with targeted KPIs.
- Grant agents easy access to bid for shifts and view schedules online.
- Inform agents of schedule changes instantly across multiple channels.
- Display agent schedule adherence data to facilitate self-monitoring.
- Provide access to coaching assignments and quizzes.

## Perform Better – Effective Tools for Quality Management

Measure and improve agent performance in the contact center:

- Create evaluation forms specific to your goals.
- Deliver eCoaching assignments automatically to improve agent skills.
- Assign quizzes to measure agent comprehension and eLearning effectiveness.
- Publish your own training content or use built-in lessons to jump start learning.
- Assess eCoaching impact by reviewing before and after comparisons.

## Gain Insight – Analytics Opens Opportunities

Use speech, desktop and survey analytics to target critical interactions:

- Drive quality improvements by analyzing cause and effect with speech analytics.
- Enhance your analytics by adding key customer metrics with desktop analytics.
- Reveal complex agent behaviors for process improvement with screen recording.
- Capture the voice of the customer with post-contact surveys.

