DVSAnalytics

Quality Management

Outcome-Based Evaluations and Coaching

- Drive performance improvement with outcome-based evaluations
- Save time and deliver personalized training by linking eCoaching to evaluations
- Reduce or eliminate the need for one-on-one meetings
- Reinforce eLearning and refine training materials with quizzes

Contact center managers are continually challenged to find time to coach agents for performance improvement. DVSAnalytics Quality Management goes a long way toward solving this problem. Outcome-based evaluations automatically trigger eCoaching sessions to improve performance and reduce the need for one-on-one meetings.

Flexible and Effective Evaluations

The goal of any performance review is to assess standings and encourage improvement in areas that are lacking, ultimately driving better results. DVSAnalytics Encore® employs a highly automated quality management process that uses outcome-based evaluations, so the evaluation doesn't end at the score—it prompts the next step of performance improvement with automatic eCoaching.

Creating evaluations is easy. Encore comes equipped with best practice templates to get you started. As desired outcomes grow more specific, the flexible form builder can be used to customize evaluation templates, or create new forms that best suit evolving goals. As questions are added, the answer format, points value, and low score thresholds for recommended eCoaching (automated training assignments) are defined. These provide the ability to weight certain questions (outcomes) more heavily than others and develop a queue for eCoaching. To further incentivize agents and drive business initiatives, bonus questions can be added to any evaluation form to boost their overall scores and performances.

When it's time to conduct evaluations, recordings can be selected manually from dynamic playlists (collections of specific types of recordings that are identified using pre-determined criteria) or automatically based on type and frequency. The selected recordings can then be matched with the appropriate evaluation form. For example, evaluations relating to calls with customer prospects may use questions about product promotion, whereas those regarding billing may focus on customer ID verification and transaction accuracy.

In the process of completing an evaluation, each question receives its own score that contributes to the overall total. Any questions receiving a score at or below the low threshold automatically prompt eCoaching. Assignments accumulate in a queue until the evaluation is complete, at which time all necessary assignments are approved by the manager and sent to the agent. Evaluations and automated eCoaching generate personalized agent training lists, without any additional steps for managers.

eCoaching Assignments

Upon completion of an evaluation, Encore presents the manager with a list of recommended eCoaching assignments. With the manager's approval to send, Encore delivers an email to the agent alerting him/her of the newly available evaluation results and associated eCoaching assignments. In the assignments, agents review eLearning materials. eLearning can be presented as video, text, flowchart, PowerPoint, and/or more. The assignment can be followed with a quiz.

Assignment statuses can be tracked on manager and agent dashboards through the Assignment List, including priority, status, and other details.

eCoaching Impact

The results of eCoaching can be seen on performance-based dashboards and reports. Managers and agents can view team or individual performance trends at a glance, to see their success and stay motivated, all without taking time out to develop and distribute personalized training. In one instance, introducing eCoaching singlehandedly resulted in a team's overall improvement of 37%.

Adding quizzes magnifies eCoaching results. Quizzes create a chance for agents to retain eLearning materials through review and interaction. The same customer that saw improvement from eCoaching added quizzes and realized a total improvement of over 70%, with an added savings of 50-100% less time needed for individual meetings.

Built-in eLearning

eCoaching links to built-in eLearning lessons that use various media types such as PDF documents saved from Microsoft PowerPoint or Word files, videos or URL links to lessons on an intranet or the Internet. Also included are tools for creating lessons from "best practice" recordings. The software tracks and manages the use of eLearning lessons for both agents and supervisors. For example, agents can start a lesson, stop and resume, and pick up from where they left off, to complete the lesson. Meanwhile, supervisors can view time spent on lessons and compare that to expectations.

Quizzes

Quizzes encourage interaction with and retention of eLearning content, and also measure eLearning effectiveness. Quizzes that frequently receive low scores should have their eLearning materials revisited—the message is likely not being adequately conveyed to the group and can be refined to achieve stronger results.

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DVSAnalytics, Inc. (DVS) workforce optimization (WFO) solutions are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. DVS WFO solutions include interaction recording, analytics, quality management, workforce management, reporting and powerful employee engagement capabilities.