DVSAnalytics

5 METHODS TO INCREASE AGENT ENGAGEMENT

Agent Engagement is Critical to Contact Center Operations and Customer Satisfaction.

AUTOMATED COACHING & ELEARNING

Empower agents to improve their skills with relevant, timely training.

AGENT ANALYTICS VIA PORTALS

Portals provide the information, analytics and tools agents need to work efficiently.

CONTESTS & GAMIFICATION

Competition and rewards motivate agents to maintain focus and achieve goals.

VOICE OF THE EMPLOYEE

Ask for agent feedback – use it to generate positive work experiences, enhancing productivity.

SELF-EVALUATION

Enable agents to assess their performance and approach mistakes as a chance to refine their skills.