HE OBSERVE.AI

DRIVE CONTINUOUS IMPROVEMENT

Introducing AI-Powered Agent Performance & Coaching

Get 100% visibility into agent performance to make actionable, informed coaching decisions.

₩₽					Coaching ک ^م م			□ ©	
				4					
Serenity Jones			Ove	erview Evaluation	ns Coaching Note	5		Create coaching session	
Top metrics									
Evaluations done	Total Fails	Overall Avg. 84.75%							
21	7	04.75%	3						
	Total	Avg. Score		_					
Agent QA Form	21	84.75%							
Coaching Sessions	4	04.7 076	-						
	4				ant coophing note				
Areas of opportunity ⑦	. (4)		No4	5	ast coaching note.				
Major missed opportunities (4)			No. of	occurances	Coaching date: Coaching Areas:	Authentication	Notation		
1. Did the agent verify the customers identity?			14		Feedback:			all. Top 3 major QA guidelines you missed	
2. Did the agent summarize all action items? 6							were summarize the interaction accomplishments, providing SSO and creating awareness of customer satisfaction survey. Apart from that there'sread more		
					Action plan:				
					Followup date:				
					View all coaching not	25			
2 Perform	Performanc nance Tren Opportuni	ids		4 5	Calls an Coachin				
BENEFITS	5								
100% Visibility	/ Into			Targetec Coachin	g			Higher Transparency &	
100% Visibility				Coachin		ns		-	
100% Visibility Agent Pe	/ Into erformanc			Coachin Recomm	g nendatio	ns		Transparency & Accountability	
100% Visibility Agent Pe Scalable	r Into erformanc			Coachin Recomm Centrali	g nendatio zed	ns	 	Transparency & Accountability High-performing	
100% Visibility Agent Pe	/ Into erformanc e ance			Coachin Recomm	g nendatio zed g	ns	 	Transparency & Accountability	

Make data-driven coaching decisions.

Automatically identify top and bottom performers to prioritize coaching for agents that need help the fastest.

Turn managers into mentors.

Leverage AI to track performance trends across QA Evaluations. Know exactly which skills and behaviors to coach agents on.

	Coaching Se	ssion	
Agent Name	: Serenity Jones		
Last coaching date	: Feb 01, 2021		
Coaching Area:			
Authentication 🛞	Customer Sentiment 🛞		
Call marked for coa	ching:		
Evaluation Date	Evaluation Name	Evaluation Result	Action
Jan 21, 2021	Supervisor Evaluation		
Feedback*			0
	inities for empathy. at she has a hard time ha	ndling frustrated customer	s.
Action plan*			0
0	for handling frustrated cu en to 1 call daily for a we	stomers. ek and sync again next wee	ek
Follow-up date			
Follow-up date Select a date	Ė		

reas of opportunity ⑦	OOPPORTUNITIES
Major missed opportunities (4)	No. of occurances
1. Did the agent verify the customers identity?	14
2. Did the agent summarize all action items?	6
3. Did the agent use proper call opening/closing script?	6
View all 10 opportunities View Evaluation Details	

Measure what matters.

Automatically connect coaching to business metrics. Support feedback with evidence. Turn conversations into commitments.

Centralize coaching documentation.

Showcase evidence of everything coaches have done to make agents successful. Track agent development and progress.

GET A DEMO →



"Before Observe.AI, our QAs would have to review week by week each individual instance to then manually pull trends for coaching. Now, we can get a snapshot of agent performance and see how it has improved over time."

Nairuby Mata, QA analyst, Callzilla

Say hello: sales@observe.ai / visit us at: www.observe.ai

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