COACHING

Simplify Employee Development

CXone Performance Management Coaching simplifies employee development and triggers behavioral change throughout the contact center based on company-specific goals. inView for CXone Coaching makes it possible to course-correct agents through a series of integrated features that provide direct solutions to data-driven concerns.

Customize

Coaching sessions can be targeted to achieve outcomes specific to company goals with customized forms, metrics, and questions. Forms can be individualized for agents, teams, floors, or the entire contact center.

Automate

Automatically fill a supervisor's task list with Coaching sessions based on business rules and metric triggers. Increase efficiency and shut down costly behaviors by notifying supervisors and agents with alerts when metrics fall out of objectives.

Track

Coaching reports allow supervisors to make quick notes, bookmark progress, set follow-ups, and specify goal markers. It gives coaches and supervisors the tools they need to measure, drive and document performance with a broader historical context.

Empower

CXone Performance Management Coaching drives a culture of high performance, engagement, and learning. It takes the guesswork out for supervisors by empowering them with the tools to proactively coach. It enables agents to learn and grow at the right pace.
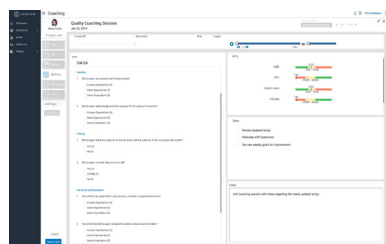
MAIN BENEFITS
- Personalized training for individual agents
- Increased employee engagement
- Decreased supervisor workload
- Enhanced customer interactions

FEATURES
- Pre-built Templates
- Customizable Forms
- Performance-Based Alerts
- Embedded Calls
- Work Aids & Quizzes
- Detailed Coaching Reports

Experiencing any of this?

- Impersonal training for all agents
- No proccess to track effectiveness of coaching
- No strategy to to train employees on the right thing at the right time
- Agents aren't involved enough in the actions discussed in coaching session
- No digital record of historical coaching sessions

Choose CXone Performance Management Coaching.

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