



ClearView

Discovery Questions

How to Spot a Deal in 90 Seconds: Discovery Questions

The tools inside ClearView can be utilized to help solve many different problems that contact centers face in all sorts of different industries and contact verticals. There are four of what we call Primary Problems that tend to arise in a multitude of contact centers that ClearView has set out to face, and to help resolve: Disparate Data, Delayed Access, Diminished Visibility, and Detached Employees. Any one of these issues can cause challenges for a center being able to reach their goals, and a combination of them can be crippling. Below is a list of examples of discovery questions that can be used to identify opportunities where ClearView might be a fit:

Disparate Data

- When you are trying to gauge a holistic view of how your center/teams/agents are performing, what are the Key Performance Indicators that you are spending time looking at?
- What are all the different systems that your agents are using today to complete their daily/contact objectives?
- How many systems do you use to track the performance of your contact center? What is the level of effort to aggregate those reports?

Delayed Access

- How often are you able to generate reports for your coaches/supervisors/managers to show them how the agents on their teams are performing?
- How much time do you or your team spend compiling reports across multiple systems or data-sources?
- How often are individual agents able to see reports on their own performance?

Diminished Visibility

- What are your current processes for providing your agents with feedback on how they are performing?
- How do you and your teams currently visualize the performance and reports? For example: through dashboards, wallboards, paper reports, etc.
- Are there any parties (such as clients or partners) outside of your organization that might require or benefit from visibility of your center's performance?

Detached Employees

- What types of practices do you have in place to reward your agents for their performance?
- How do you communicate individual, team, and company objectives to your employees?
- What types of incentives or bonus structures do you have in place to incentivize your agents in achieving their goals?
- How often do you collect information from your agents on employee or job satisfaction?