The Top 5 Roadblocks to Contact Center Excellence

CLEARVIEW
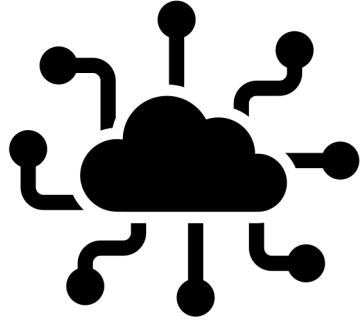
Contents

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Roadblock 1 Problem: Disparate Data

- Canned reports
- Manually exported data
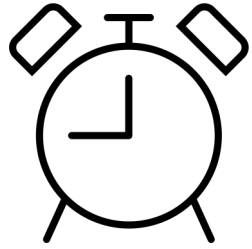- Lengthy Excell sheets & pivot tables

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Roadblock 1 Solution: Data Aggregation

- Aggregate raw data (ACD/IVR, CRM, QM, WFM, LMS, and more)
- Intuitive dashboards allow you to personalize data, modules, and metrics
- One-stop-shop for all your reports in a customizable format

Roadblock 2 Problem: Delayed Access

- Supervisors unable to solve problems in real-time
- Unmotivated agents unsure of current performance
- Reports a day too late

Roadblock 2 Solution: Real-Time Access

- Real-time data can be viewed at every level of the organization
- Multi-slide wallboards show agents how they match-up in real-time
- Gamification allows you to give agents recognition in real-time

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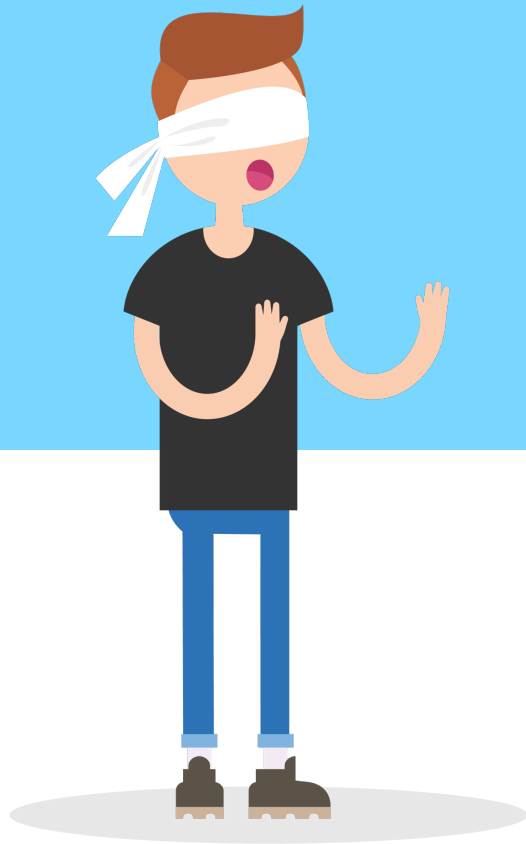
Roadblock 3 Problem: Limited Visibility

- Executives can't access all back-end metrics
- Agents unable to see their performance
- Supervisor's job involves too much guesswork

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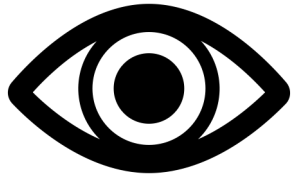
# Roadblock 3 Solution: Enterprise-Wide Visibility

- Dashboard sharing and subscriptions allow enterprise uniformity
- Managers and agents have dashboards with information vital to performance
- Accountability for metrics can be generated from agent-to-agent, floor-to-floor, or sitewide
- Group agent characteristics and view performance based on those attributes
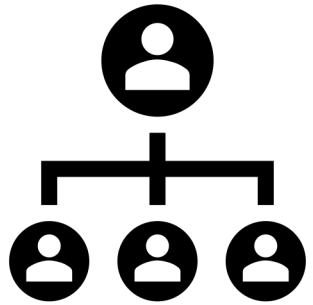
Roadblock 4 Problem: Reactive Management

- Supervisors being reactive rather than proactive
- Agents quitting because of reactive management
- Unnecessary escalations

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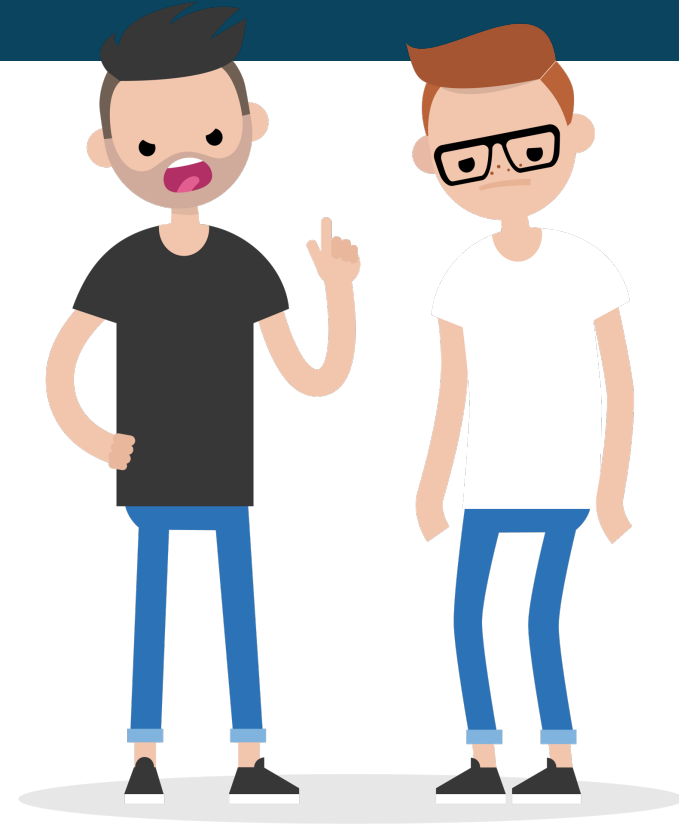
Roadblock 4 Solution: Behavioral Intelligence

- Course-correct agents through a series of integrated features that provide direct solutions to data-driven concerns
- Rules engine automatically fills a supervisor's task list with coaching sessions
- Comprehensive reports and tools document all coaching sessions and progress
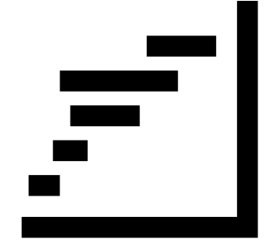
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Roadblock 5 Problem: Detached Employees

- Unmotivated employees
- High turnover rate
- Low productivity rates

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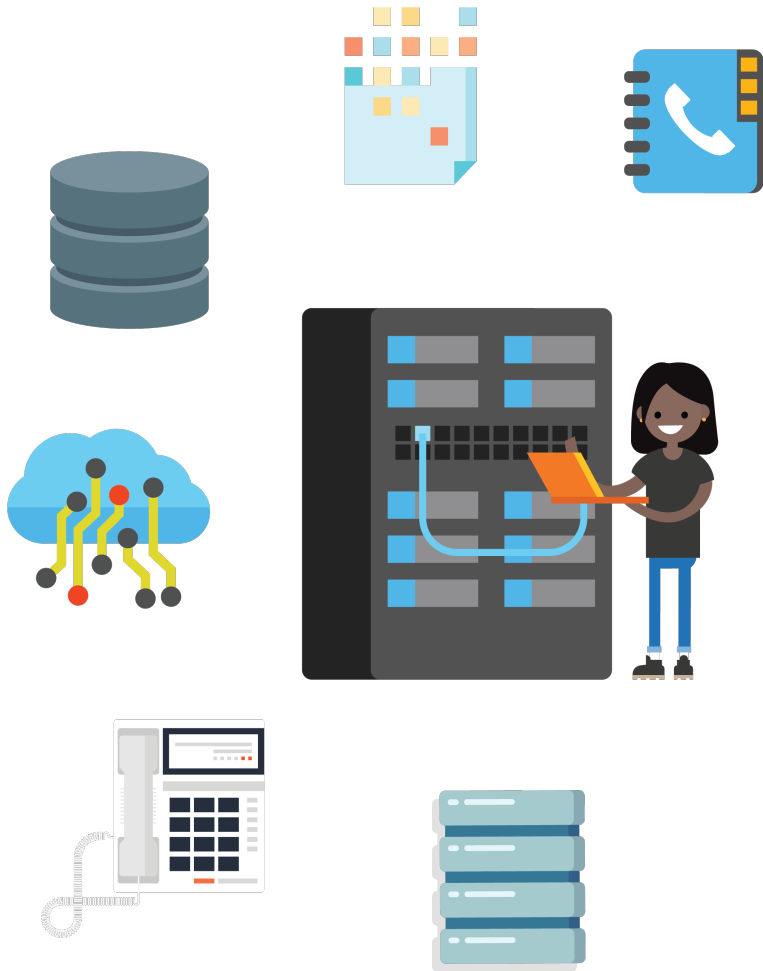
Roadblock 5 Solution: Prescriptive Analytics

- Give agents clear, trackable goals with immediate feedback
- Incentivize agents to meet KPI's with custom rewards in a digital Marketplace
- Automatically generate coaching sessions triggered by performance thresholds
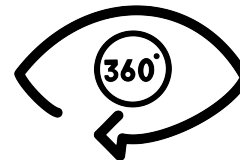
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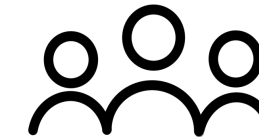Managing your contact center has never been easier with ClearView's software.
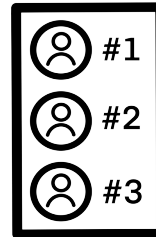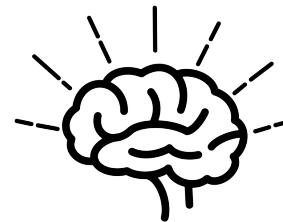
Vibrant wallboards keep every agent attentive

Real-time performance dashboards

360 degree view- from executives to agents

Social working environment

Data aggregation and business intelligence

Messaging, chat, announcements, word aids

Cloud- optimized

Gamification motivates agents

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- ☑ Aggregated Data
- ☑ Real-time Access
- ☑ Enterprise Visibility
- ☑ Behavioral Intelligence
- ☑ Prescriptive Analytics

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