

CallRex Agent Evaluation

IMPROVE AGENT PERFORMANCE WITH CALL
EVALUATIONS AND AGENT COACHING.



PRODUCT SHEET

Employees are your most valuable, and often your most expensive, business asset. Making an investment in your employees can positively impact your company's bottom line. Equip your employees to deliver better customer experiences with quality monitoring, coaching, and training programs. CallRex Agent Evaluation™ software enables you to provide your employees with the consistent and constructive feedback that they need to exceed customer expectations.

CallRex Agent Evaluation maximizes the value of a call center through objective call evaluations and continuous agent training for a consistent customer experience. The Web-based software enables you to quickly assess how well your employees are performing when conducting business over the telephone. Flexible scorecard templates allow you to align your quality monitoring efforts with your strategic business goals.

Highlights

- Tightly integrated with CallRex Call Recording™
- Intuitive Web-based interface is easy to set-up and use
- Flexible evaluation framework can be customized to suit your business needs
- Powerful reports focus on performance trends and training needs analysis

With CallRex Agent Evaluation, coaching sessions will be more effective, as concrete examples from recorded calls can be highlighted. The continuous feedback and learning provided through quality monitoring and agent coaching can help increase employee morale, job satisfaction, and agent retention.

CallRex Agent Evaluation software allows managers to objectively evaluate calls with customizable scorecards. Multiple scorecards and categories can be defined to meet your unique business objectives.

Agent Evaluation and Quality Monitoring Process: Evaluate. Coach. Measure.

- **Evaluate an agent's call.** Focus on key performance indicators (KPIs) and agent behaviors and activities that accomplish your contact center's goals.
- **Coach agents with specific feedback.** Review the evaluations together with the agent, highlighting actual examples from the call to illustrate key learning points.
- **Measure results over time and across multiple agents.** Reports provide unique insight into performance trends and training needs. This information is critical for informal contact centers that typically do not have a high ratio of managers or supervisors to agents.

Features

CallRex Agent Evaluation is tightly integrated with CallRex Call Recording software, leveraging a single administration point and call recording database for both products. Call recordings are stored in a centralized database, decreasing the amount of storage required.

Placing actual examples from agent calls into evaluations, using audio bookmarks, provides concrete examples of agent behaviors.

Easy-to-use web-based interface requires minimal training for call center managers and supervisors.

CallRex Agent Evaluation software is scalable to large contact centers across multiple locations.

Multiple scoring modes are available within each scorecard (Yes/No/Not Applicable, 1-5/Not Applicable, 0-9), since not every question will conform to a single scoring format.

An unlimited number of call evaluations and scorecards can be created to meet your business' needs.

Powerful reports focus on performance trends and training needs:

- Scores Overview—Understand how the average scores for each of your team members compare to one another.
- Training Requirements—Uncover training gaps as it relates to each skill or question covered on a scorecard.
- Score Trending—Track the overall quality scores for agents over time.
- Score Trending by Question—Compare scores over time by each question/skill on the scorecard.
- Scores by Evaluator—View the average score and number of evaluations completed by each evaluator.
- Evaluator Calibration—Compare evaluators' behavior and identify deviations for each question on a scorecard.
- Evaluator Productivity—View the number of evaluations completed by individual evaluators for each scorecard.

Technical Specifications

Server

CallRex Agent Evaluation runs on an IIS-enabled Web server, version 5.0 or higher.

Supported operating systems include Windows Server 2003 SP2 and Windows XP Professional.

CallRex Call Recording version 3.9.4 and higher is required for call recording and user administration. Please refer to the CallRex Call Recording specifications sheet for detailed server and networking requirements.

Client

The CallRex Agent Evaluation client can be run using any Microsoft Silverlight-compatible browser running on a supported operating system. The Silverlight plug-in must be installed to run the CallRex Agent Evaluation client.

Supported browsers include:

- Internet Explorer 5.0 or higher
- Mozilla FireFox 3.5 or higher
- Google Chrome 3.0 or higher

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