



Knowlagent Coaching™



Most call centers could lower their FTE staffing by as much as 20%.

Management staffs additional agents to allow time for critical off-phone activities such as training, coaching and team meetings; supervisors rely on manual processes to coach individual agents; and recruiters spend valuable time interviewing and educating the wrong candidates.

Over 200,000 Knowlagent users around the world reduce labor costs with our agent management software *every day*.

By automating traditional call center management processes, Knowlagent's on-demand agent management solutions for training, coaching and hiring *reduce* spending attributed to off-phone activities while improving the key metrics that matter most to you.

With Knowlagent, you can optimize frontline performance faster and more affordably than ever before. You can spend less *and* get better. We'll show you how.

About Knowlagent Coaching

Management staffs additional agents to allow for coaching, and supervisors are burdened with too many manual processes to effectively coach and monitor individual agent progress. Adhering to automated standard coaching processes allows supervisors to manage 20% larger teams. Optimizing idle time in call volume enables agents and supervisors to focus on improving performance.

With Knowlagent's on-demand Coaching solution, you can:

- ⌚ Increase supervisor span of control by as much as 20%.
- ⌚ Provide supervisors with easy-to-use tools to diagnose agent problems and create individualized solutions.
- ⌚ Automatically schedule time for coaches and agents to meet to review performance gaps.
- ⌚ Dramatically increase the amount, frequency and effectiveness of coaching.
- ⌚ Measure the impact and effectiveness of coaching.
- ⌚ Create shared accountability between supervisors and agents.

Why On-Demand?

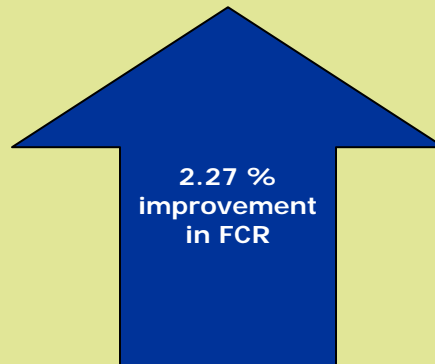
Knowlagent's flexible, Web-based agent management solutions are available on-demand. There is no complex implementation or infrastructure required and with our Day One Payback™ guarantee, you will be up-and-running within 30 days. With Knowlagent, optimizing your frontline agent performance is faster and more affordable than ever before. Upfront costs and total cost of ownership are nominal, overall risk is reduced, and results can be achieved immediately— all for less than 1% of your monthly agent FTE costs.

Knowlagent in Action

By optimizing downtimes in call volume with Knowlagent's RightTime™ engine, this outsourcer was able to find time to focus on agent coaching. Over a one month period, 300 agents each received five coaching opportunities through Knowlagent's Coaching solution.

With Knowlagent Coaching™, the client was able to spend less *and* get better by:

- Using money saved by reducing Quality Monitoring staff to pay for the Knowlagent solution.
- Improving First Call Resolution by 2.27% while also gaining modest improvements (0.67%) in AHT.
- Delivering 1,500 coaching opportunities to 300 agents in a one month period during downtimes in call volume.



Knowlagent Coaching™



Knowlagent Coaching™ helps you increase the amount, frequency and effectiveness of coaching, ultimately improving key metrics such as sales conversions and overall agent productivity.

<i>Product</i>	<i>Services & Content</i>	<i>Process</i>
Install the Coaching module	Provide a quick start to leverage Knowlagent, optimize results, and transfer knowledge to your team	Share and deploy best practice approach and process
<p>Standard Capabilities:</p> <ul style="list-style-type: none"> • Agent Console • Coach Console • Performance Scorecard • Coaching prioritization engine • RightTime™ for Coaching engine • Coaching Diagnosis Wizard • Coaching impact reporting • Library of coaching templates and content 	<p>Services:</p> <ul style="list-style-type: none"> • Technical and operational configuration consulting • Development of coaching strategy • Mentoring on the Coaching processes • Installation and configuration of technology • Development of agent and coach Performance Scorecard • End-user training • Business case monitoring and sharing of achieved results <p>Content Library:</p> <ul style="list-style-type: none"> • Off-the-shelf content: <ul style="list-style-type: none"> – e-Learning courses on coaching skills – e-Learning courses on additional skills – Tip and question bank library • Graphics library • Interactivity/Graphics: <ul style="list-style-type: none"> – Adobe Flash games – Photoshop course backgrounds • Adobe Flash objects for course introductions and basic interactivity 	<p>Approach and Process:</p> <ul style="list-style-type: none"> • Track coaching activities and correlate impact on performance. • Communicate performance against key metrics to agents and supervisors. • Systematically identify and prioritize key coaching opportunities: <ul style="list-style-type: none"> – Who to coach? – What to coach? – How to coach? (face-to-face or electronic) – When to coach? (find downtime to coach) • Enable agents and supervisors to prepare for, conduct and document results of coaching events. • Build foundational coaching skills.