Encore Quality Management and eCoaching

Take Quality Management to an Entirely New Level

DVS Analytics

Highlights

- Encore's unique eCoaching guarantees coaching sessions are assigned

- Linking eCoaching assignments to evaluation questions improves scorecard quality

- eCoaching assignment status available for agents and managers

- Encore Quality Management reports track performance improvement

Contact center managers are continually challenged with finding the time to coach agents for performance improvement. Encore's Quality Management (QM) eCoaching solves this problem. While one-on-one, live coaching is always effective, automated coaching assignments linked to eLearning documents virtually guarantees that coaching takes place for every unacceptable score. And, by associating eCoaching modules to questions at the same time evaluation forms are prepared, the quality of the evaluation process improves.

Encore QM delivers the tools to create and perform evaluations of recorded contacts, and view numerous agent and evaluator reports. Adding Encore's unique eCoaching takes your QM process to an entirely new level!

The New Encore Quality Management Process

Creating Evaluations and eCoaching Assignments. The quality management process starts with creating evaluations and scorecards. Managers build and modify agent scorecards to assess agent performance on specific KPIs, gather business intelligence and monitor core values. Questions are organized into categories, such as product knowledge, professionalism, process standards and advocacy.

As you add questions to the scorecards, you identify the scores or answers that should prompt an eCoaching assignment to be automatically sent to agents being evaluated. eCoaching modules have an eLearning link that you associate with it, such as a video or knowledge-base article, that assists agents with improving their skills and performance. Encore QM is 100% configurable and easily managed.

A selection of 'No' will automatically assign the 'Effective listening' eCoaching module to the agent. This module has an eLearning link that opens a video tutorial on effective listening.

A selection of 'Not Effectively' will automatically assign the 'Proper greeting' eCoaching module to the agent. This module has an eLearning link that opens a training presentation on proper greeting procedures.

A selection of '2 stars' would normally assign the 'Effective listening' eCoaching module to the agent, but because another question has already assigned this module, the system will not repeat the same assignment.

Conducting Evaluations. When conducting evaluations, questions are answered and scores are tabulated by question, scoring category and overall evaluation. Encore QM's eCoaching automatically schedules assignments to be sent to the evaluated agents who score at or below the predetermined "unacceptable" threshold for a question.

Sending eCoaching Assignments. Upon completion of an evaluation, a list of scheduled assignments associated with that evaluation is displayed for the evaluator to see. Unless action is taken to "uncheck" an assignment, the listed assignments are immediately sent to the agent. Also, if enabled, a message is sent to the agent when an evaluation is complete and ready for him to review. An added bonus is that general eCoaching assignments, not linked to recordings or evaluations, can be assigned to an entire team, such as a new product tutorial or announcement.

Receiving and Tracking eCoaching Assignments. Agents receive notification of assignments via email. They are prompted to log into Encore when time permits, view their assignments, click the eLearning links and complete the assignments. Both agents and managers can view assignment status – completed, in process, not started, or overdue.

> **"Within two months of implementation, our agent coaching and feedback sessions improved dramatically. Agents producing in the bottom third of sales production increased their evaluation scores by 25% and their sales per hour more than doubled!"**
>
> **Tony Ridenour**
> **Vice President**
> **Communication Solutions**

Continuous Improvement Process. Encore's reports provide feedback on progress. Then Encore's evaluations can be modified, new eCoaching assignments created, and progress again reported. The power of this continuous performance improvement process is unlimited!

Summary

Managers are continuously faced with lack of time to perform follow-up coaching on low-scoring evaluations. Encore eCoaching solves this problem and takes the quality management process to an entirely new level! Coaching occurs automatically and with Encore QM reports, managers can view before and after performance improvement.

Additional Encore Features that Improve the QM Process

Be sure to learn about creating dynamic playlists and using eCapture to help the QM process focus on the most appropriate recordings to evaluate. See dvsAnalytics Enterprise Recording and Encore eCapture datasheets for more information.

Call your Account Manager to Schedule a Live Demo

About dvsAnalytics

dvsAnalytics is a leading provider of call recording, quality management and analytics solutions for enterprises and contact centers. For more than 30 years organizations have relied on dvsAnalytics' proven technology, innovative solutions and quality services to develop their workforce, optimize the customer experience and improve productivity.