

Team Engagement

Helping you to deliver higher performance
through collaboration



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Quality Assurance and Compliance have a bad rep...

Because, when it's not working...

- Agent's can feel unfairly treated – “why do you always choose to mark my really bad calls?”
- QA Teams can feel unfairly criticised – “Careful, here come the quality police!”
- Team Leaders and Coaches become disengaged because they're “caught in the middle”.

Factor in the physical separation that comes with remote home-working, and the resulting pain is amplified.



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That's why we we're working hard to enhance EvaluAgent's suite of **Team Engagement** features

Having led operations and QA teams all around the world, we've felt your pain...

EvaluAgent's Team Engagement features have been designed specifically to help you maintain effective working relationships between everyone involved in QA – ensuring that the whole operation is better supported towards delivering efficient, personalised, well-informed, compliant, and friendly customer conversations.

Without that, QA is just about generating another number on a management report

And let's be honest, that's a complete and utter waste of everyone's time...



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Five unique features designed to make your
job easier

01. Agent Profiles

02. Interactive Feedback

03. Check & Query workflows

04. Configurable alerts

05. Calibration



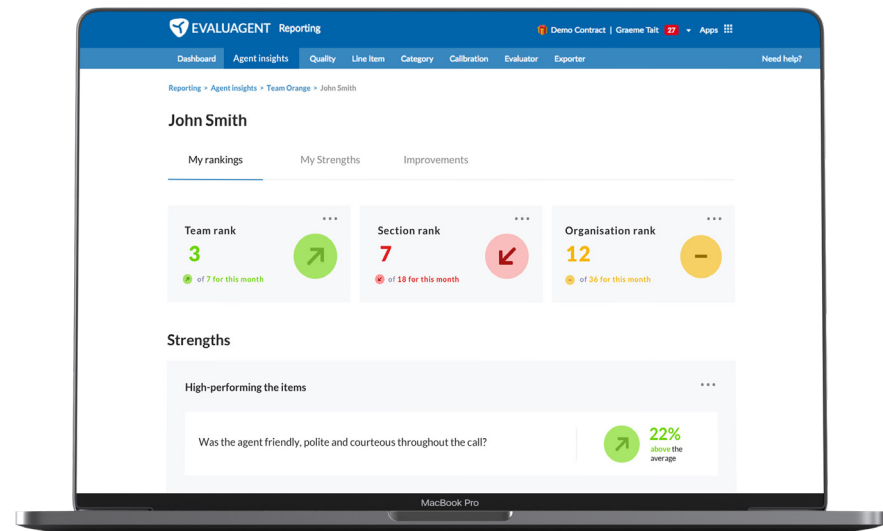
01.

Agent Profiles

Let's face it, we're not all data scientists...

So, to identify what we're doing well, and understand what we need to improve, sometimes we just need to be pointed in the right direction.

OK, so it's not FIFA-20, but surely, it's more fun than looking at a spreadsheet?

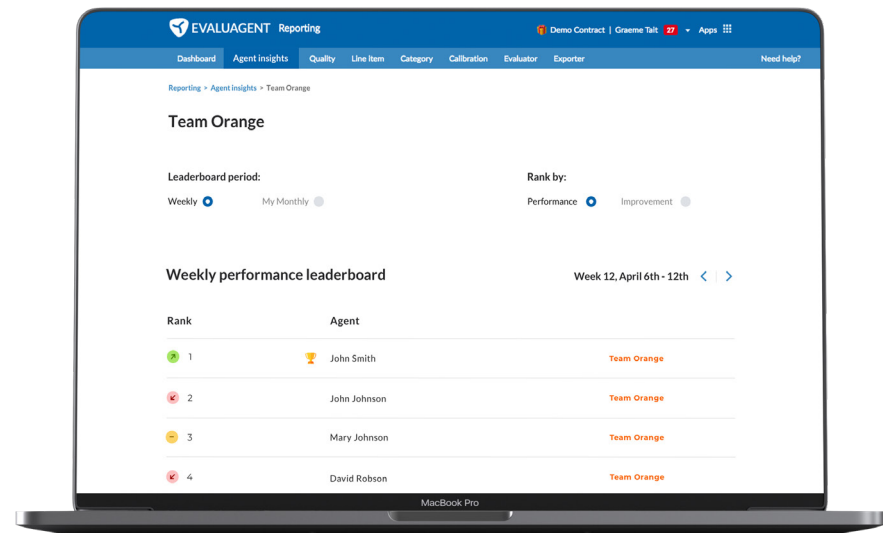


01.

Agent Profiles

Sales and service desks wouldn't be the same without a leader-board - and a smidgen of healthy competition goes a long way towards building rapport amongst the team!

And it's not just for the top performers... Ranking by your most improved helps ensure that everyone gets a chance to be recognised for their hard work.

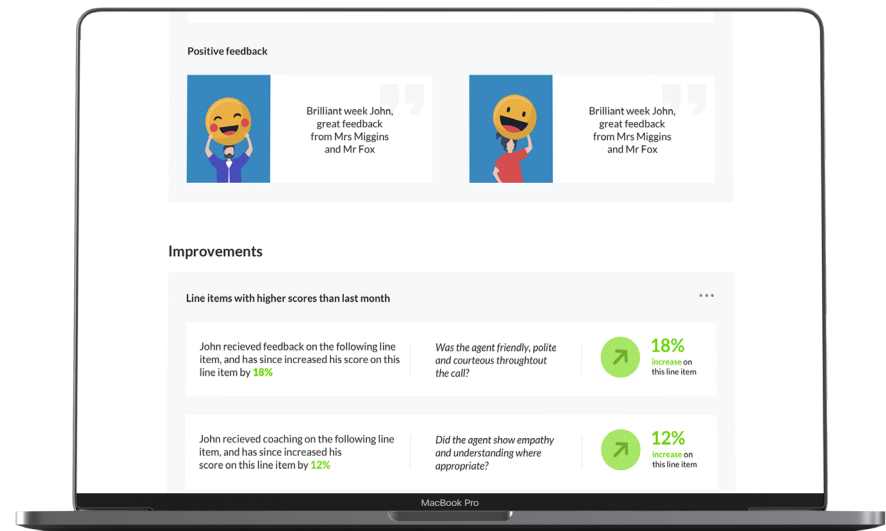


01.

Agent Profiles

80% of Gen Y said they prefer regular on-the-spot recognition over formal reviews.

LinkedIn Survey



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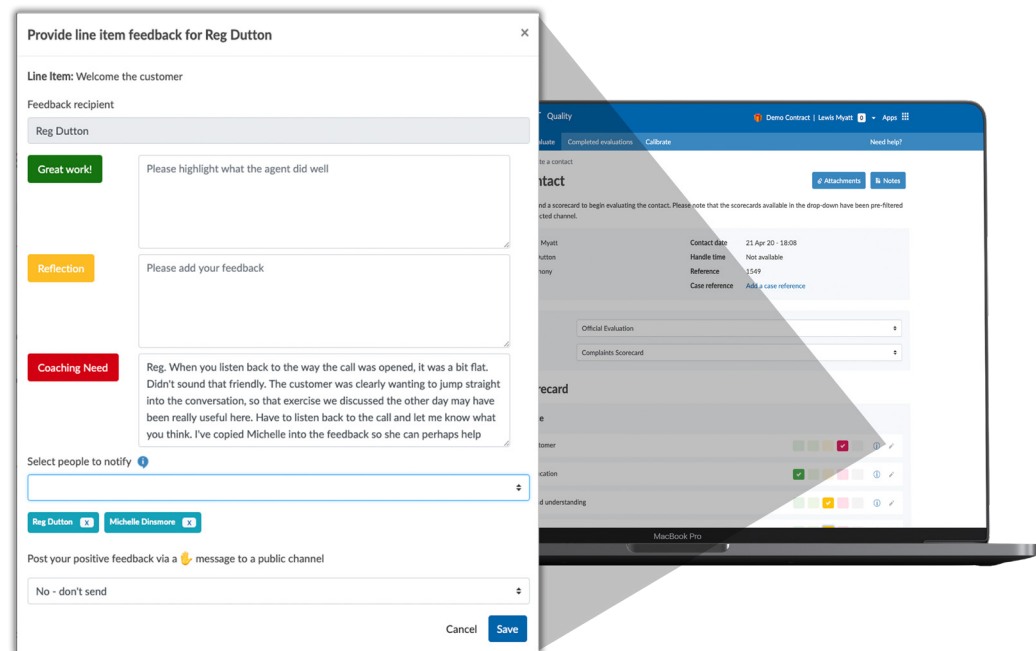


02.

Interactive Feedback

Your QA process can generate scores to help you identify trends...

But it's personalised feedback that helps agents to change behaviours.



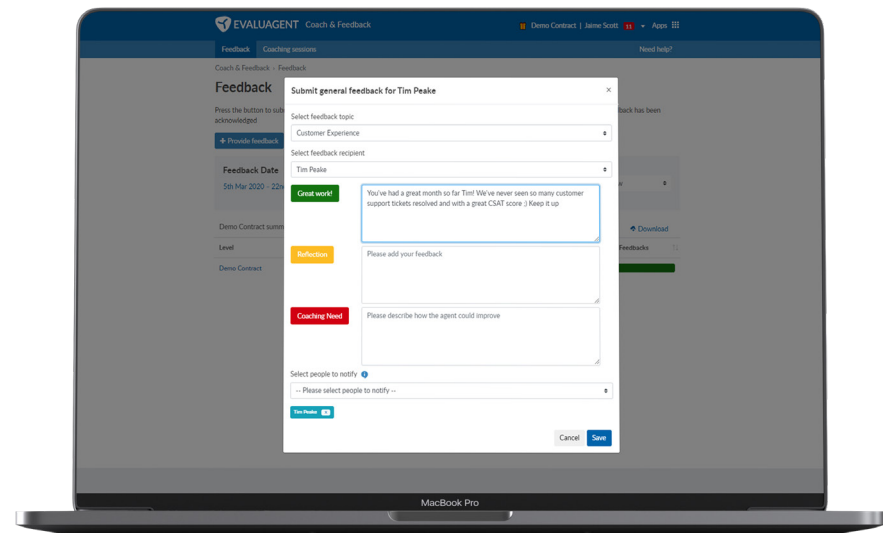
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Interactive Feedback

Providing more general feedback can assist with today's remote home-working teams who need to interact with peers and their team leader at regular intervals.

A poor performer or a bad relationship can quickly derail a remote team if issues are ignored.

Performance management experts call this micro-feedback and a slick tech-enabled feedback loop really helps ensure that colleagues don't feel alone and unsupported.



02.

Interactive Feedback

Amplify the impact of positive feedback by posting it for everyone to see in a public Slack® channel.

69% of employees say they would work harder if they felt their efforts were better recognised.

[Harvard Business Review](#)

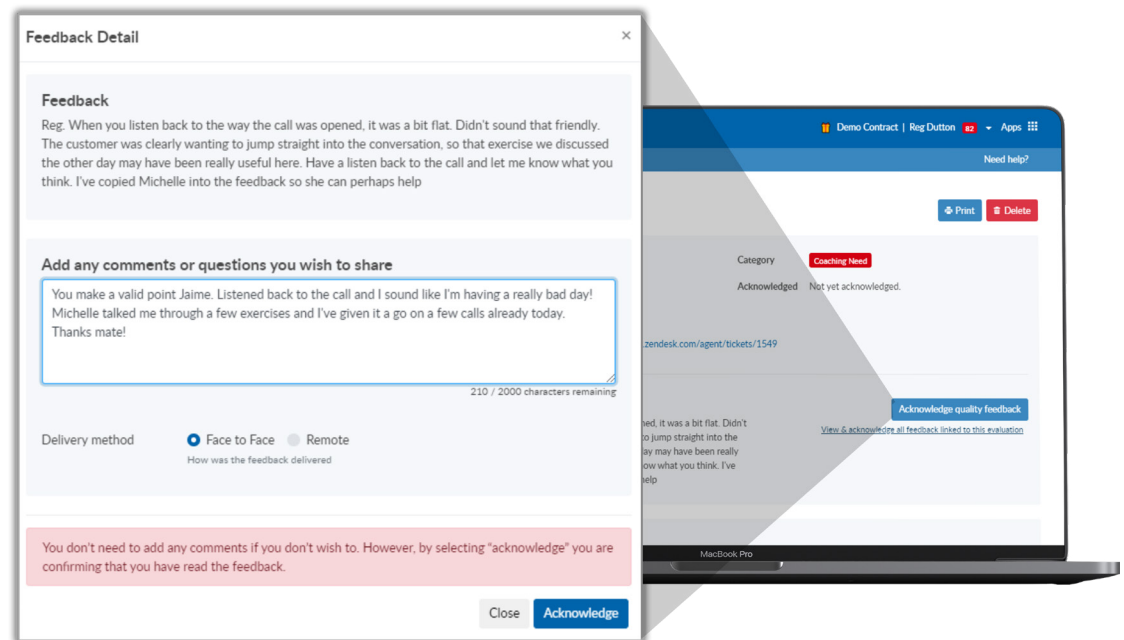
02.

Interactive Feedback

Make sure the message has landed!

The final step in building a truly effective feedback culture is to encourage recipients to accept and acknowledge feedback.

No matter what level we're at, we all need to learn to accept feedback if we're ever going to get better at what we do...



02.

Interactive Feedback

Use individual feedback to help a colleague improve performance and change behaviours, or analyse the full data set to identify any trends.

Sometimes it's a process or policy glitch that's the cause of poor agent-customer interactions.

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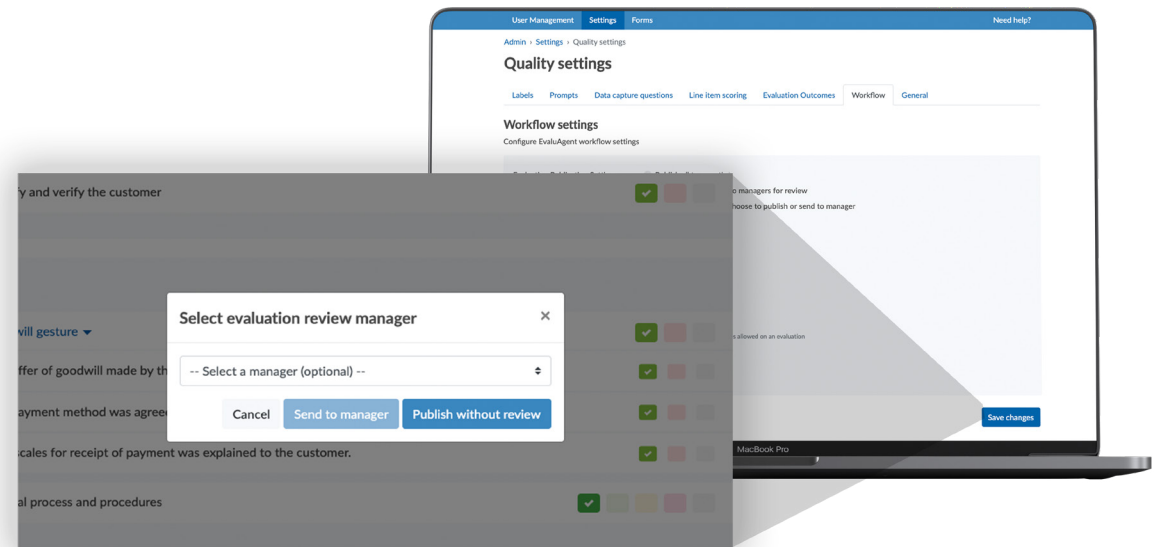


03.

Check & Query workflows

By configuring your QA workflow so Agent scores can be reviewed before publication, team leaders are able to play a more active role in the process.

Results and feedback can be discussed between QA and operational management to ensure that all perspectives and experiences are considered whenever an outcome may be in question



03.

Check & Query workflows

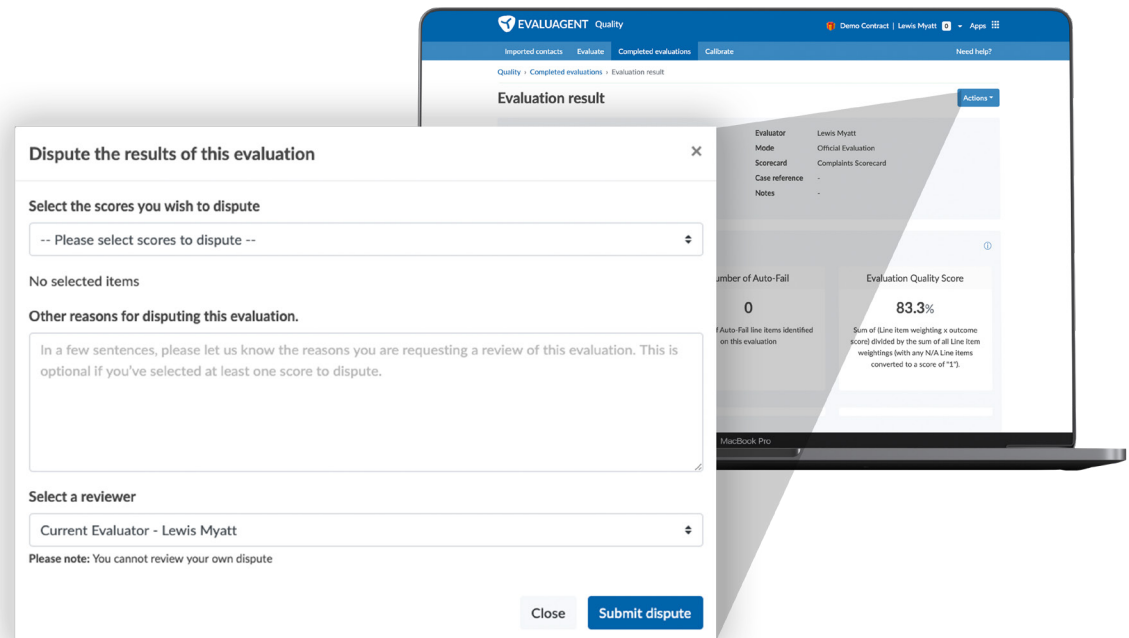
Take it one step further, and enable your agents to query their results.

Sound scary?

OK, it may cause some friction and extra work in the short-term. However, as the resulting sense of empowerment starts to build trust, everything starts to become simpler, and the whole QA process becomes less painful.

We promise!

PS. "Dispute" sounds a bit heavy-handed, so we're changing the word to "Query"



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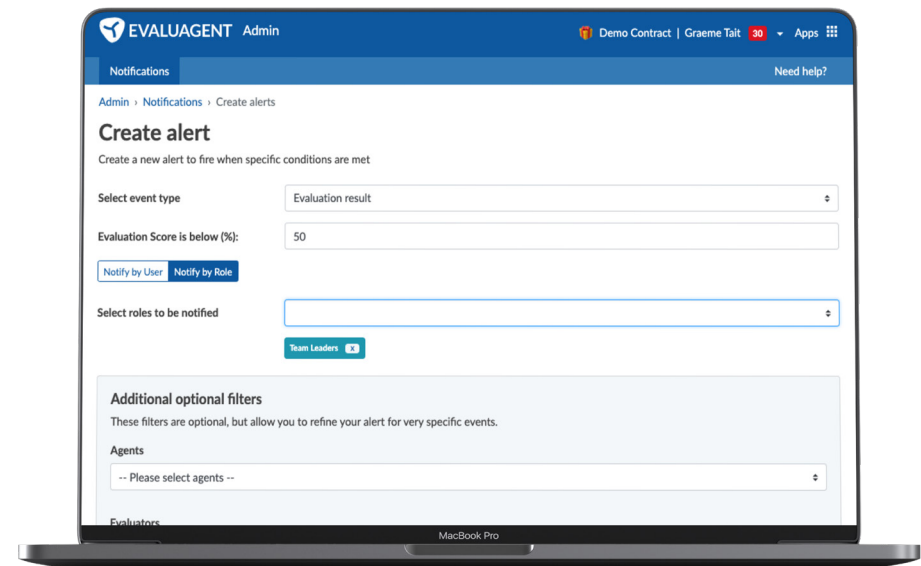
Configurable Alerts

Empower managers to configure their own platform alerts so they can proactively reach out to support team members in a timely manner.

Alert me when anyone in my team receives a quality score of less than 50%...

..or when a breach or an auto-fail occurs.

With today's remote home-working teams managers can't observe colleagues in need of help. It's never been more important to give managers the tools they need to monitor the performance and support-needs of their team.



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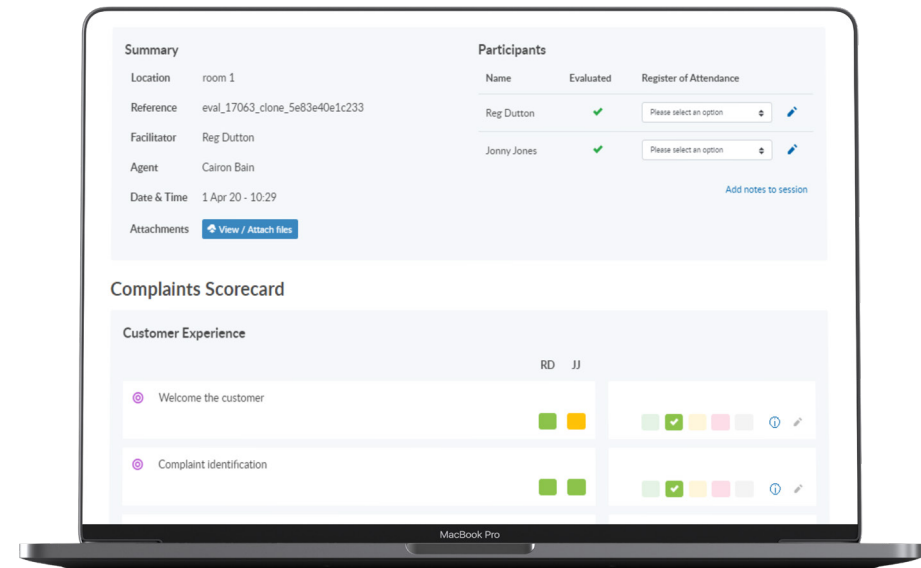
05.

Calibration

Implement highly collaborative workflows to help colleagues “calibrate” their scoring and develop a clear and common understanding of what “great service” reads and sounds like.

It’s one of the best ways of building higher levels of trust amongst everyone involved in quality.

And a great way for team leaders to stay connected and support each other.

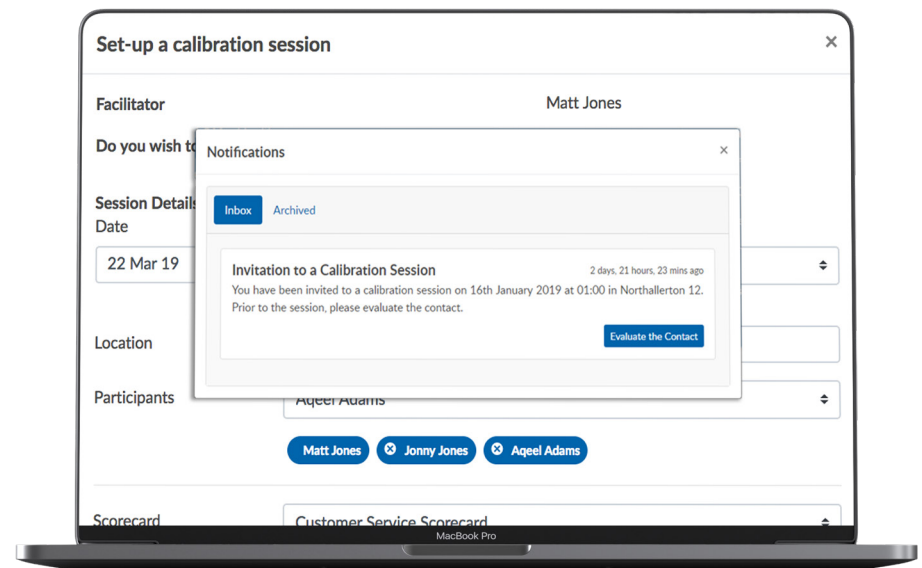


05.

Calibration

Remove the hassle and save time

Don't waste hours chasing, collating and inputting data into spreadsheets! Instead, benefit from EvaliAgent's highly efficient workflows. Invite colleagues to "blind" evaluate, auto-collate results, manage calibration sessions, and report performance - all in one place.



05.

Calibration

Eliminate inconsistencies and bias

Intuitive reports help you to understand how closely (or not) colleagues are evaluating contacts against the expected standard. Improve scoring consistency, increase fairness and build trust amongst evaluators, team leaders and agents.

