

## Supervisor Assist

Improve Call Center Agent Performance with Real-time Coaching and Remote Collaboration

### Coach, Chat and Share During Calls

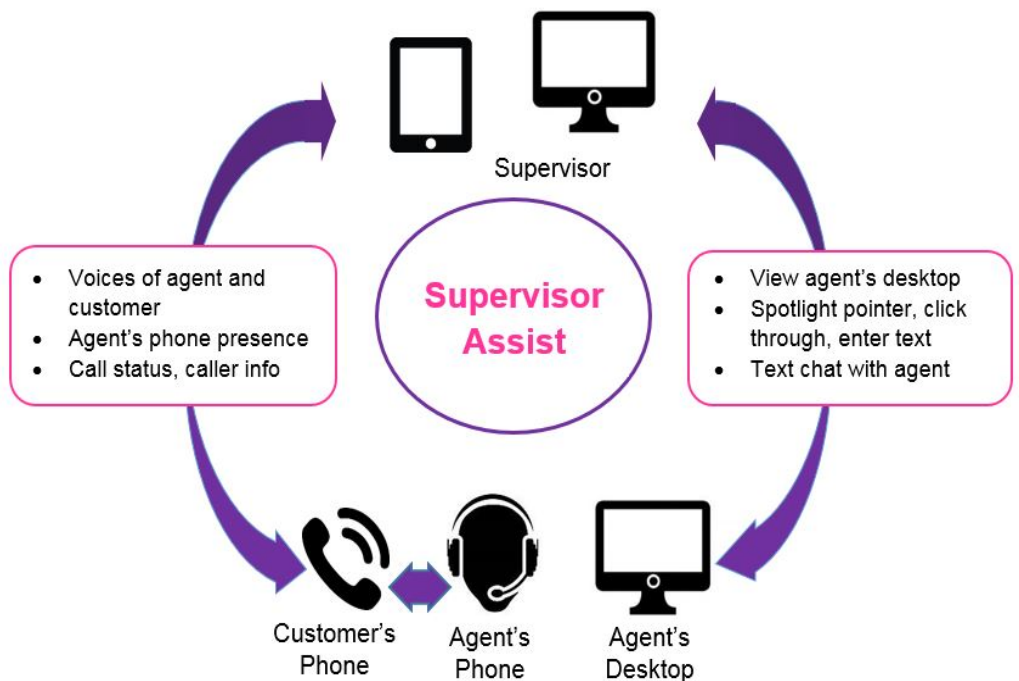
Rising customer expectations, rapid turnover and the high cost of attrition underscore the importance of effective training programs for customer-facing staff. Supervisor Assist, powered by CaféX, is a real-time coaching solution for today's omnichannel and mobile workplace enabling contact center supervisors to listen to, observe, and interact with agents during customer interactions.

### Live Agent Monitoring from Anywhere

With Supervisor Assist, contact center supervisors or mentors can listen to conversations between agents and customers during live calls by simply clicking within any Web browser. Using a tablet or desktop browser, they can also view the agent's desktop to observe and collaborate, even if the agent workspace spans more than one monitor.

### Business Benefits

- Ensures consistent customer service levels
- Improves first call resolution
- Onboards new hires faster and less expensively
- Reduces attrition and identifies ongoing training or advancement opportunities
- Trains agents from home, the office or in remote locations
- Extends beyond the contact center to increase productivity



Empower  
customer-facing  
workforce with  
virtual training  
and coaching

## Key Features

- Click to listen to audio conversations between agents and customers
- See and respond to agents raising a hand to request immediate assistance
- Text chat with agents live during customer calls
- View an agent's desktop screen across up to four monitors
- Use a spotlight pointer to highlight important areas on an agent's screen
- Type in text and click-through an agent's desktop to click on links, open files and complete forms
- View and manage teams of agents as well as set observation goals

## Flexible and Easy to Administer

Leveraging existing communications infrastructure, administrators and supervisors can easily set up users, teams and listening sessions to start a coaching session from a tablet device or desktop computer. In seconds, users can be added via drag-and-drop to one or more teams. The teams are then grouped together into a session with one designated as the listening team and the other as the monitored team for a specified time period. For increased flexibility, the same user can be observed in one session and monitored in another.

Additionally, supervisors can configure a target percentage of calls to be observed for each agent in the monitored team.

## What are you waiting for?

As call centers continue to deal with high employee turnover and expensive training programs, Supervisor Assist provides a cost effective way to onboard new agents quickly as well as providing ongoing mentoring, even for teams distributed across multiple locations.

## Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions. For more information, contact us at [solutions@eloyalty.com](mailto:solutions@eloyalty.com) or visit [eLoyalty.com](http://eLoyalty.com).

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