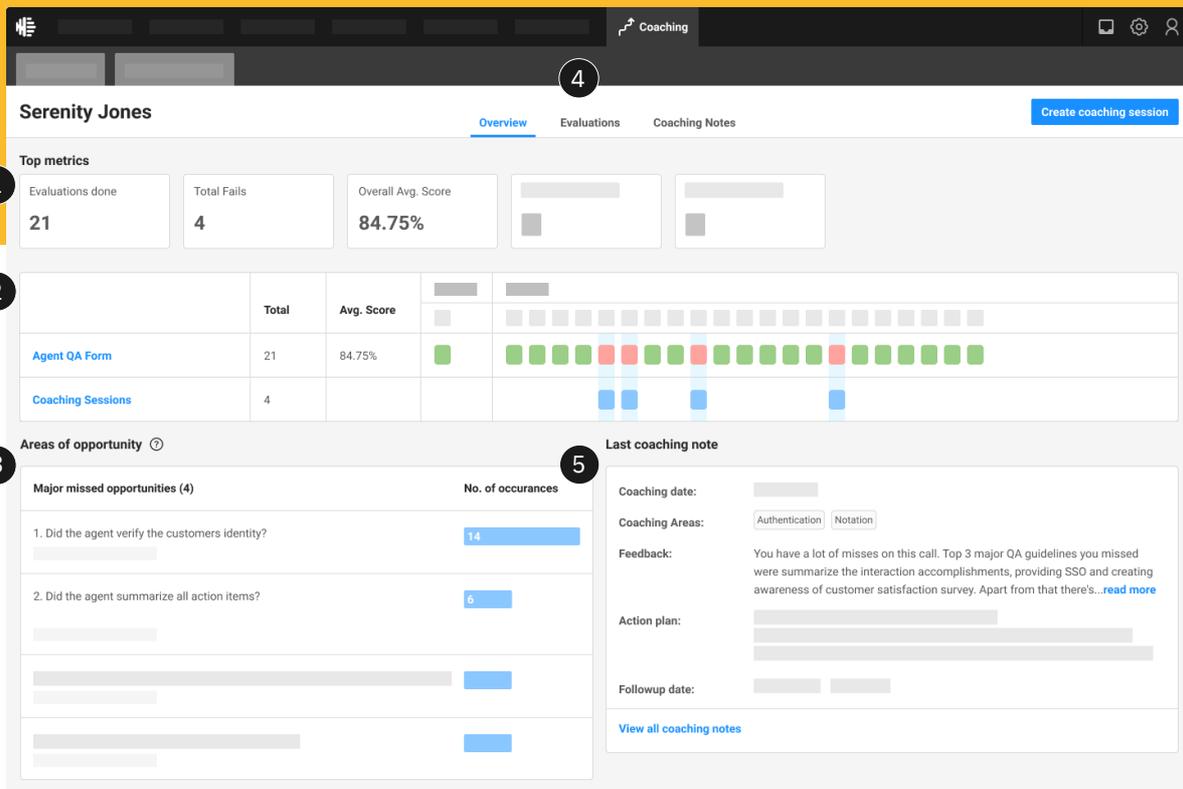DRIVE CONTINUOUS IMPROVEMENT

OBSERVE·AI

Introducing AI-Powered Agent Performance & Coaching

Get 100% visibility into agent performance to make actionable, informed coaching decisions.

1 Agent Performance Analytics
2 Performance Trends
3 Missed Opportunities Panel
4 Calls and Evaluations
5 Coaching Notes

KEY BENEFITS

100% Visibility Into Agent Performance

Targeted Coaching Recommendations

Higher Transparency & Accountability

Scalable Performance Management

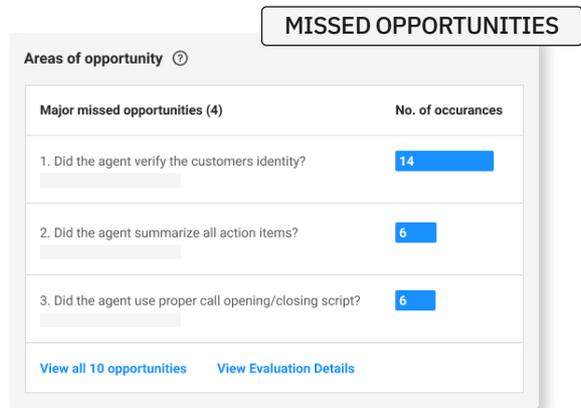**Centralized Coaching Documentation**

High-performing and Engaged Teams

Make data-driven coaching decisions.

Automatically identify top and bottom performers to prioritize coaching for agents that need help the fastest.

Turn managers into mentors.

Leverage AI to track performance trends across QA Evaluations. Know exactly which skills and behaviors to coach agents on.

Measure what matters.

Automatically connect coaching to business metrics. Support feedback with evidence. Turn conversations into commitments.

Centralize coaching documentation.

Showcase evidence of everything coaches have done to make agents successful. Track agent development and progress.

GET A DEMO →

"Before Observe.AI, our QAs would have to review week by week each individual instance to then manually pull trends for coaching. Now, we can get a snapshot of agent performance and see how it has improved over time."

Nairuby Mata, QA analyst, Callzilla

Say hello: sales@observe.ai / visit us at: www.observe.ai

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