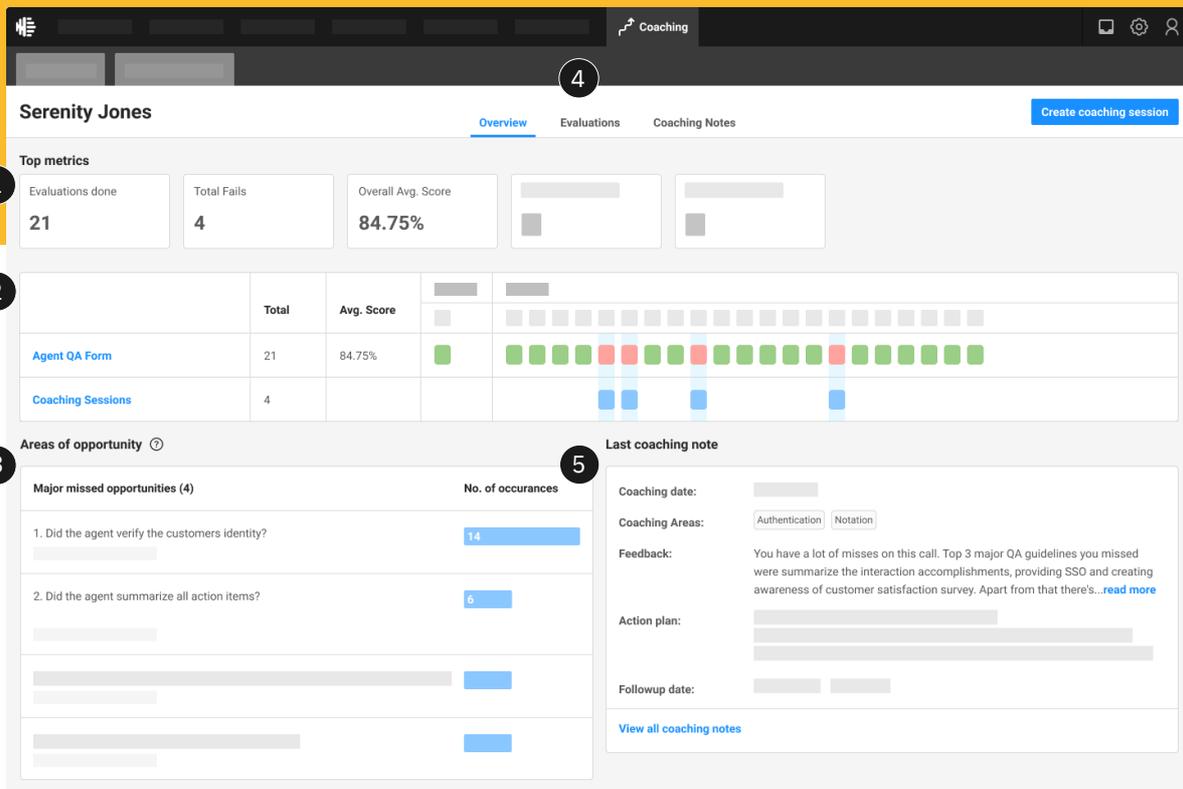


Introducing AI-Powered Agent Performance & Coaching

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



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

KEY BENEFITS

100% Visibility Into Agent Performance

Targeted Coaching Recommendations

Higher Transparency & Accountability

Scalable Performance Management

Centralized Coaching Documentation

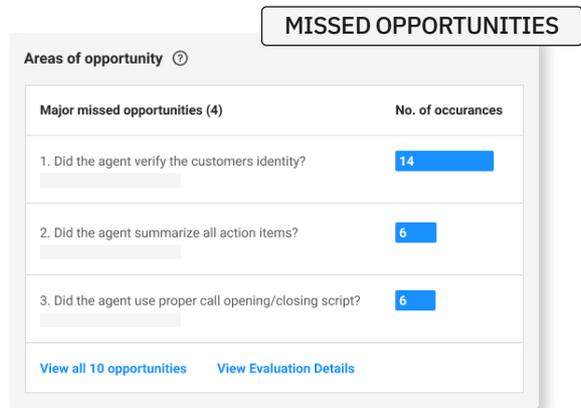
High-performing and Engaged Teams

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.



COACHING FORM

Coaching Session

Agent Name : Serenity Jones
Last coaching date : Feb 01, 2021

Coaching Area:
Authentication ⓘ Customer Sentiment ⓘ

Call marked for coaching:

Evaluation Date	Evaluation Name	Evaluation Result	Action
Jan 21, 2021	Supervisor Evaluation	-	<input type="checkbox"/>

Feedback* ⓘ

Discussed opportunities for empathy.
Serenity agrees that she has a hard time handling frustrated customers.

Action plan* ⓘ

Follow guidelines for handling frustrated customers.
Supervisor will listen to 1 call daily for a week and sync again next week

Follow-up date
Select a date ⓘ

[Submit session](#) [Save as draft](#) [Discard session](#)

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

OBSERVE.AI