

## Supervisor Assist

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

#### Business Benefits

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

#### 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 in on 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.

#### Gaps in Today's Agent Monitoring and Training Solutions

Many of today's contact centers are operating what they believe to be a passable agent monitoring solution. However, quality programs tend to emphasize historical voice analysis and could benefit from real-time monitoring and collaboration across multiple channels. With Supervisor Assist, you get the benefits of:

- Real-time coaching and visual monitoring - not "after the fact" agent assistance and complex, costly screen recordings
- Multichannel collaboration - not obsolete voice-centric coaching, such as whisper
- Remote and mobile usage - not a solution limited to the desktop or site-based agents
- Agnostic platform – not limited to certain infrastructures



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 an agent 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 select 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 provide ongoing mentoring, even for teams distributed across multiple locations.

## Why TeleTech Technology?

TeleTech Technology is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners.

To learn more, visit [teletechtechnology.com/SupervisorAssist](http://teletechtechnology.com/SupervisorAssist).

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