

Performance feedback to agents is often a time consuming process that requires listening to calls, filling out scorecards, and finding coaching opportunities. In addition, this process is fraught with error – small sample sizes and subjective quality assurance processes often leave agents frustrated and distrustful of the feedback they are receiving.

CallMiner MyEureka solves this problem by combining the principles of pervasive business intelligence and automated quality monitoring into a single solution that delivers the right information to the right person at the right time. According to the Aberdeen Group, “A well-executed pervasive BI strategy can deliver substantial performance results to an organization. With more employees involved...many companies are seeing improvements in decision making speed.”

The performance portals in myEureka provide contact center managers, supervisors, and agents direct access to comprehensible and continuous feedback driven by CallMiner's enterprise speech analytics platform, Eureka. Agents receive the feedback they need exactly when they need it and are more confident that their performance is being measured in a holistic, objective manner. Supervisors can spend more time coaching and less time consumed with administrative work, leading to happier agents, better performance, and lower turnover.



Benefits

Streamlined call scoring and coaching

- > Automatically categorize and score every single call using speech analytics
- > Eliminate or reduce the amount of manual labor required for listening and scoring
- > Sustain improvement by freeing up supervisors to focus on coaching

Objective, accurate reviews

- > Eliminate small, statistically insignificant samples of phone calls
- > Remove human subjectivity from scoring
- > Establish agent trust with objective, transparent, and consistent scoring on every contact

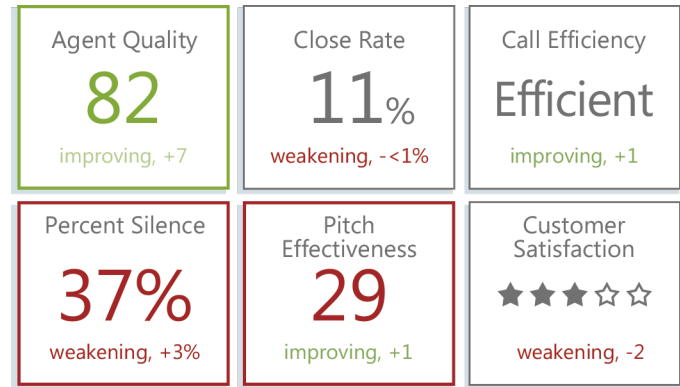
Better performing agents

- > Agents, supervisors, and executives receive a daily snapshot of team performance and trends
- > Easy to consume feedback promotes action
- > Ranking data allows for friendly competitions and improves overall performance

Features

Metric Tiles

Personalized, easy to read performance indicators display current performance & trend information. Aggregate key information into a single view.



Performance Feed

Performance feedback is delivered in continuous, plain language alerts and notifications. Leave comments, view the contact that triggered the notification, or take other actions directly from feed items.

Ranking Data

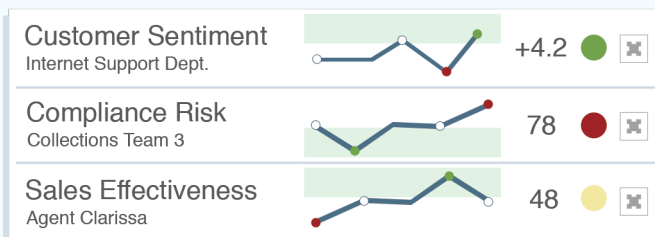
Agents are encouraged to compete beyond just hitting the minimum required targets. Create a friendly, competitive culture by sharing rank data and KPIs across your call center or team.

All Metrics > Compliance Risk (1365 contacts)

48 High improving, +8 Watch

Agent	Compliance Risk	Count	Watch
Nick Adams	58 -8	132	Watch
Sula Peace	55 -4	148	Watch
Judge Holden	55 +6	140	Watch
Neddy Merryll	53 -8	128	Watch
Stephen Dedalus	50 +1	137	Watch
Bonx Bolling	44 +4	152	Watch
Phillip Marlowe	42 +8	146	Watch
Scout Finch	40 +5	131	Watch
Clarissa Dalloway	38 0	129	Watch
Holden Caulfield	34 -2	121	Watch

Watch List



Watch List

Keep an eye on positive or negative trends by pinning metrics to a personalized list.

(781) 547-5666

www.callminer.com

sales@callminer.com

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