



## CXM 4myCOACH™

Co-nexus, Inc.  
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### COACHING YOUR CALL CENTER AGENTS IS MORE EFFECTIVE AND EASIER THAN EVER - ANYTIME, ANYWHERE

To assist call centers in improving agent performance Co-nexus, Inc. developed CXM 4myCOACH™. This application provides training and coaching capabilities to the CXM recording and performance evaluation solution.

#### COACHING DOESN'T STOP WHEN YOU LEAVE THE OFFICE SUPERVISORS, ACCESS YOUR INFORMATION REMOTELY

Within the CXM system, agent calls and associated PC activity are automatically recorded. Supervisors or quality monitors then grade each agent's effectiveness on customized grading forms. Reports are then generated to identify agents that require additional training. CXM 4myCOACH™ is then utilized by the supervisor to create training material that is pushed out to the agents in the form of videos, tests, example calls and bulletins. 4myCOACH™ is a web browser based application allowing supervisors ease of access from any location at any time via the internet.

Supervisors using the CXM one-click method create a training library by adding recordings to call buckets. This unique filing system allows each supervisor to build both a private and public library of recorded calls. The supervisor's private library access is restricted only to that supervisor, while public folders are available for all supervisors. This way, when one supervisor finds an extraordinary recording of agent effectiveness the recording can be shared among all supervisors for agent training. These folders can also be designated for viewing by the agents themselves using their 4myCENTER™ application. 4myCENTER™ is the agents' private virtual classroom where they can access all of their training

materials instantly once the supervisor has designated them. The CXM training library becomes a central depository of examples of your companies' best practices.

Supervisors create customized learning clips from the convenience of their office PC using the CXM training video creator software. Instructors provide real examples to show agents how to effectively navigate through software applications or quickly locate customer account information in the corporate directory. Training videos are enhanced with voice over instructions guiding the agent through the entire learning clip. Each customized training segment can be assigned to a group or a specific agent as necessary.

#### TESTING 1,2,3 CUSTOMIZED TESTING AND REPORTING

To reinforce training and ensure that agents comprehend the training concepts, instructors can create customized tests for agents to complete. The CXM test wizard walks you through creating multiple-choice tests. Completion time limits can be set that require the agent to finish the test within a predetermined number of minutes. Tests are assigned to groups or an individual agent. Agents access their tests from the CXM 4myCENTER™ agent portal.

Supervisors push other training materials to agents using the CXM bulletins system. Instead of using traditional email that is full of non-business related information, supervisors communicate with their agents using CXM bulletins. This system is useful in sending announcements along with attachments to the agents keeping them informed of call center operations and additional training materials. CXM 4myCOACH™ concludes with a reporting process so supervisors can track if and when agents actually completed the training curriculum assigned to them. By

tracking agent learning, call centers can easily identify their most productive agents while elevating the capabilities of others to improve overall levels of customer satisfaction.

## FAMILY OF 4 THE CXM 4.0 SOFTWARE SOLUTION

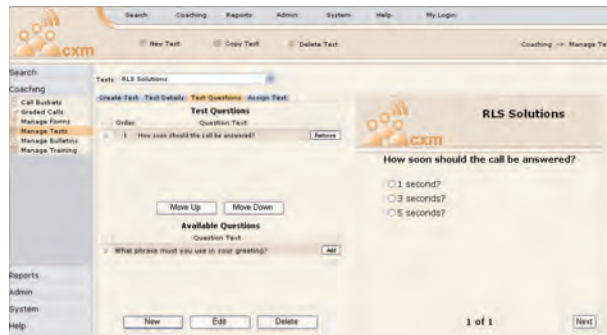
**4myCALLS™** is a flexible and scalable CXM recording platform and an integral application in the CXM 4.0 software suite. This telephony and pc activity recording module can be enhanced with our other CXM 4.0 advanced applications including **4myREVIEW™**, our agent performance evaluation module, **4myCOACH™** the CXM

remote agent coaching application, **4myCENTER™** the agent's private virtual classroom and **4myFEEDBACK™**, the CXM customer satisfaction survey solution. The CXM Family of 4 architecture offers a comprehensive and cost effective recording solution for any size organization.

**CXM 4myCOACH™** employs a logical method for call centers to generate customized training material and effectively deliver it to the appropriate agents. With CXM agents become active participants in the learning and training process. As agents review example calls, view training videos and complete tests their skill sets increase and allow them to more effectively handle customer calls.

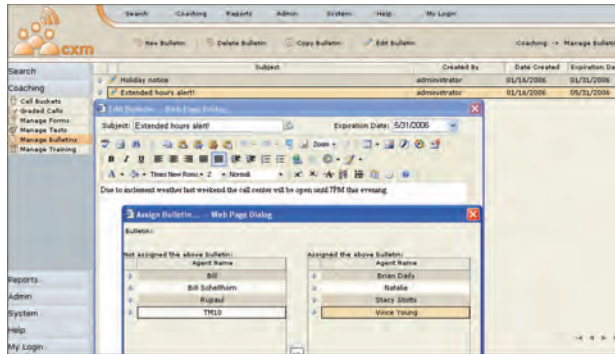
### CXM 4myCOACH™ TEST WIZARD

The test creator wizard makes it easy to create simple multiple-choice tests to gauge agent comprehension of company best practices.



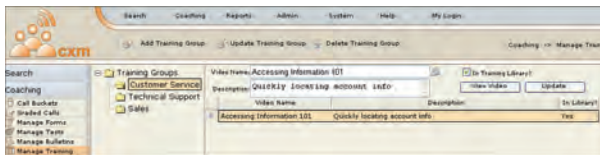
### CXM 4myCOACH™ BULLETINS

Supervisors push important information and training to agents using CXM bulletins eliminating the need for traditional email communication.



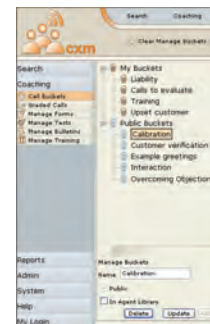
### CXM 4myCOACH™ TRAINING VIDEO

Supervisor create and manage training videos from the convenience of their office PC. Video clips with integrated coaching instructions improve specific weaknesses.



### CXM 4myCOACH™ BUCKETS

CXM logically organizes example calls in its bucket system. Each supervisor can store example calls in a Private bucket or share the example calls with the group in a Public bucket.



**CUSTOMER EXPERIENCE MANAGEMENT** Wanna be part of the family? Call us for a free web demo.  
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