



CXM 4myREVIEW™

Co-nexus, Inc.
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PERFORMANCE EVALUATION DESIGNED TO MAXIMIZE YOUR CALL CENTER EFFECTIVENESS

Improving customer service and agent performance is critical to the success of every contact center. With this in mind, Co-nexus, Inc. developed the 4myREVIEW™ performance evaluation tool for the CXM recording platform. CXM 4myREVIEW™ is a comprehensive application utilized by call center supervisors to analyze agent interactions and identify those agents requiring training and coaching.

DO YOUR AGENTS NEED A LIFT? BOOST AGENT PERFORMANCE

Initially, agent-customer interactions are automatically recorded by the CXM server. Supervisors and quality monitors access 4myREVIEW™ from their own PC using a standard web browser, making agent performance review simpler and more convenient than ever. This simple to use interface incorporates the CXM one-click process. With one click of the mouse, you can listen to a call, view associated PC information, grade the call, email the call, save the call or add the call to a training library. 4myREVIEW™ supports grading by an unlimited number of supervisors.

The CXM forms wizard makes it easy to create grading forms that speak to the specific demands of your call center. The forms wizard provides flexibility in creating the grading forms using a variety of response types and weights for each question on the form. Criteria can be added to each question on the form to improve grading consistency. Additionally, each question on the grading form can have its own text field allowing graders to enter pertinent comments to direct and coach the agent. Once grading forms are generated they can be easily amended to maximize their application. 4myREVIEW™ supports the creation and storage of an unlimited number of forms for reuse.

CUSTOMER EXPERIENCE MANAGEMENT

QM supervisor grading an agent's recorded phone call while viewing the recorded PC activity.



KNOW HOW YOU MATCH UP DYNAMIC AND FLEXIBLE REPORTING

Graded calls are stored in the CXM SQLServer database and are easily accessible to both supervisors and agents. Supervisors can search all the calls they have graded for their agents then pinpoint the event they would like to access. The completed grading form as well as the recorded conversation is available for review. Further, the supervisor can view all comments that were entered on the form. This format allows supervisors to simultaneously review with their agents both the completed grading form and the recorded interaction.


Overall performance can be analyzed using numerous reports and graphs through 4myREVIEW™. The CXM system reports on an individual agent, an agent group as well as supervisor performance. Reports can be saved in a variety of formats including Excel, PDF, Word and RTF to adapt to your system needs. A wide variety of reports are available from summary averages down to each individual question on the form. Go to www.4cxm.com for a complete list of reports and graphs currently available on the CXM system.

COMPARING APPLES TO APPLES DESIGNED FOR CONSISTENCY IN GRADING

4myREVIEW™ will help ensure evaluation consistency among your supervisors through calibration functionality. Within CXM supervisors are assigned the same call to grade. A 4myREVIEW™ calibration report shows differences in the answers selected by each supervisor. Supervisors then review the calibration report together and discuss the results. Following this process on a regular basis will ensure that supervisors accurately and fairly evaluate agent performance.

Average Per Question Individual

January 01, 2009 to February 29, 2009
Grading Firm: Commercial Collections
Agent: Stacy Stotts



Question	Answer	Percentage
1. Did collector identify himself?	Yes	100.0%
2. Did collector advise that the call is an attempt to collect a debt?	Yes	100.0%
3. Did collector advise that information obtained could be used to collect the debt?	Yes	100.0%
4. Did collector obtain a verbal acknowledgement from the debtor?	Yes	100.0%
5. Did collector identify that the caller is the right party?	No	0.0%
6. Can bill see his screen?	Yes	100.0%
7. Did agent identify the debt?	Yes	100.0%
8. Did debtor acknowledge the validity of the debt?	Yes	80.0%
9. Did debtor acknowledge the amount owed?	Yes	60.0%

CXM 4myREVIEW™ REPORT

Report showing an individual agents performance to each question over time.

TELCO's Performance2

agents: 3902 - Brian Daily
CallerID: 4/5/2006 Date dialed
Phone Skills IT Skills Project Skills Attitude Comments
Employee: Director

Phone Skills
Skills critical to using the phone successfully

Greeting

- Employee had an enthusiastic tone Excellent Good Average Poor NA
- Employee pulled customer's information from CRM Excellent Good Average Poor NA

Troubleshooting

- +Employee asked questions to appropriately understand the issue Excellent Good Average Poor NA
- +Appropriate troubleshooting questions were asked Excellent Good Average Poor NA
- +If not able to resolve on phone, the employee told the customer realistic timeframe for solving Excellent Good Average Poor NA

Closing

- +Gave realistic time estimate on when issue will be resolved Excellent Good Average Poor NA
- +Confirmed customer's contact info Excellent Good Average Poor NA

31/38 = 81%

Phone Skills 89% x .25 = 22%
IT Skills 85% x .25 = 21%
Project Skills 76% x .25 = 19%
Attitude 85% x .25 = 21%
TOTAL SCORE: 83.75%

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 4myREVIEW™ is an effective application for evaluating agent performance and identifying skill sets needing improvement. Once these problem areas are discovered the CXM 4myCOACH™ module will provide the training tools necessary to improve agent performance and, ultimately your customer satisfaction rates.

CXM 4myREVIEW™ EVALUATION FORM

Sample grading from with multiple sections each weighted independently.

CXM 4MYREVIEW™ LIST OF GRADED CALLS

Easily search all the graded interactions for a specific agent and one click to listen to the call and review the complete grading form.

Search Coaching Reports Admin System Help My Login

Coaching Graded Calls

Search	Call Date	Date Graded	Grader	Score	Agent's Name	Call Direction	Call Duration	Dialed
Coaching	4/2/2006 9:58:57 AM	4/12/2006 11:42:00 PM	administrator	86.5	Brian Daily	Inbound	00:00:31	
Call Buckets	4/2/2006 4:47:44 PM	4/12/2006 12:26:00 PM	Brian Daily	89.5	Brian Daily	Inbound	00:01:07	3902
Graded Calls	4/2/2006 4:47:44 PM	4/12/2006 12:26:00 PM	administrator	90	Brian Daily	Inbound	00:01:07	3902
Manage Forms	4/2/2006 4:47:44 PM	4/12/2006 10:37:00 AM	Brian Daily	100	Brian Daily	Inbound	00:01:07	3902
Manage Tests	4/2/2006 4:47:44 PM	3/27/2006 11:16:00 AM	administrator	91.75	Stacy Stotts	Outbound	00:04:50	91512392
Manage Bulletins	4/2/2006 4:47:44 PM	3/27/2006 3:58:00 PM	administrator	93.75	Brian Daily	Inbound	00:00:31	
Manage Training	4/2/2006 4:47:44 PM	3/15/2006 10:06:00 AM	administrator	85.75	Brian Daily	Inbound	00:01:07	3902
	4/2/2006 4:47:44 PM	3/15/2006 10:06:00 AM	administrator	81.5	Stacy Stotts	Outbound	00:04:50	91512392
	4/2/2006 4:47:44 PM	3/7/2006 4:19:00 PM	administrator	65.5	Brian Daily	Inbound	00:00:31	

Search completed successfully (7 sec)
CALLS FOUND: 0 PAGE 1 of 0



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