



4myREVIEW / 4myCOACH / 4myCENTER  
performance evaluation  
and coaching

*Are agents in compliance with company procedure and policy?*

The **CXM Recording and Quality Monitoring** suite from Co-nexus, Inc. offers intuitive agent evaluation and coaching tools to improve agent performance. Components of the CXM Quality Monitoring package include:

**4myREVIEW**  
**4myCOACH**  
**4myCENTER**

**Evaluate Agent Performance**  
**Improvement Through Coaching**  
**Agents Virtual Classroom**

### 4myREVIEW

Evaluate agent performance using customized grading forms that you can easily create using the **CXM Grading Forms Wizard**. **CXM** supports simple and complex grading forms that can be divided into a variety of sections and weights. Ample dialogue boxes are available for voluntary or forced comments. Supervisors use One Click technology to quickly access the recorded call, view the associated screen activity and complete the customized grading form. Loaded with reports, **CXM** enables supervisors to identify individual agent and agent group strengths and weaknesses in need of improvement.

co-nexus, inc.

**Worldly Travel Call Center**

Agents: 1001 - Justin  Calibration only

Client Ph #: 7139343902 Grade Date: 3/30/2009 11:19:05 AM

Agent Performance (move)  Audio  Screen Capture

Rating of agent interaction

	Yes	No	NA
- 1. Did agent quickly answer the incoming call? enter comments here	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+2. Was company greeting used?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+3. Did agent give caller his / her name?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+4. Did agent get callers name and call back number?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+5. Did agent control the flow of the conversation?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+6. Was agent attentive to caller?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+7. Did agent obtain home state?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+8. Did agent offer trip insurance?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
+9. Did interaction result in a completed vacation booking?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>30/30 = 100%</b>			

[spell check](#)

(view section scores)  
Score: 100%

Above: Customized grading form with ability to playback audio and recorded PC activity.

## 4myCOACH

After identifying skills in need of improvement supervisors can create and direct training to their agents. **4myCOACH** includes tools to create training videos for agents to review. After reviewing the training videos agents can be presented with customized tests that you create using the **CXM** Tests Wizard. Reports can be generated to determine agent comprehension of the concepts presented in the training videos. Supervisors can elect to manually send training to agents or automatically direct coaching material to the agent based upon evaluation results. Additionally, **4myCOACH** empowers supervisors with Live Monitoring capability. With **CXM** supervisors can monitor the agents live call, view the agents PC activity and respond to the agents request for assistance.

## 4myCENTER

Each agent has a private Agent Portal to access their training materials. Within this private virtual classroom agents can listen to their recorded calls, view graded interactions, watch training videos, listen to example calls and complete tests. Agents, on their own, can run reports on their performance over time to track evaluation results. When dealing with a difficult situation agents' have the ability to request help from a supervisor who could then join the ongoing conversation and help assist with the customer needs.

### Supported CXM Performance Evaluation and Coaching Features and Specifications include:

- Access to the *Coaching* and *Reports* tabs within the CXM application
- Unlimited number of supervisors may grade
- Web browser interface requiring only a web browser and media player
- Agent Portal (4myCENTER)
- Grading forms wizard
- Flexible grading form formats
- Adjustable weighting of questions or sections
- Variety of response formats including *Yes/No*, *Excellent/Good/Average/Poor*, *numerical*, etc.
- Grading reports on individual agents
- Grading reports on agent groups
- Grading reports on evaluators
- Calibration reports
- Reports on Agent Portal activity
- Unlimited number of grading forms
- Complete grading form while reviewing recorded screen activity that is synchronized with recorded call
- Automatic call distribution for grading
- Test creator wizard
- Training video creator application
- Automatically push eLearning material to agents
- Bulletins
- Agent Request Assistance
- Supervisor barge into recorded call
- Data stored in SQL Server
- Windows OS
- One year warranty
- Co-nexus Technical Support

***Some features are PBX specific and may not be available for your communication platform.***

## Co-nexus, Inc.

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