EnghouseAI
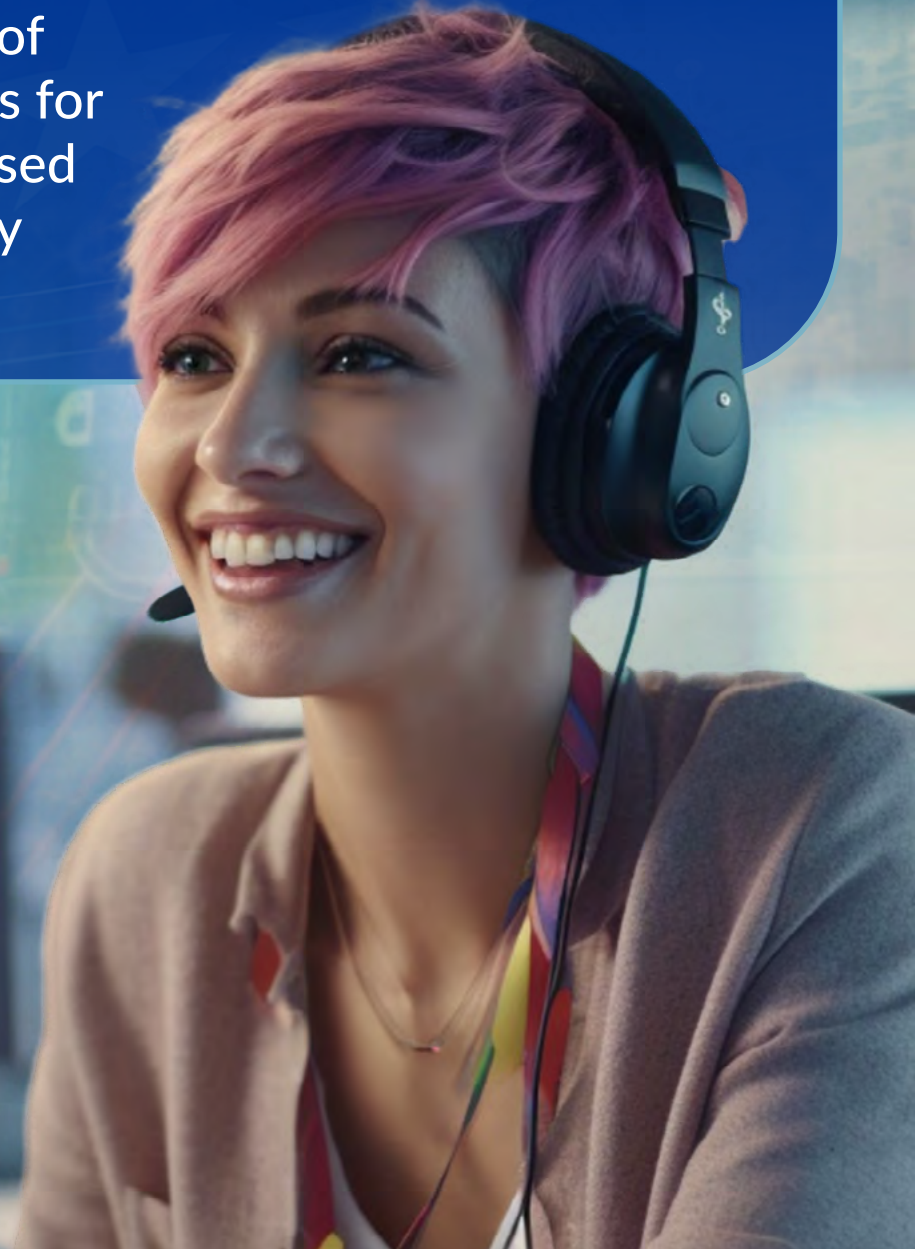
Automated Agent Evaluation

Analyze up to 100% of customer interactions for consistent and unbiased contact center quality assurance.

Enghouse
Interactive

Take your contact center to the next level

Actionable Insight from your Contact Center

On average, fewer than 5% of customer interactions are ever evaluated. With 95% of agent performances ignored, contact centers are missing out on valuable business intelligence and learning opportunities.

This is because rating agent performances requires lots of manual effort and considerable time. Live agent monitoring and manual supervisor-led evaluations and coaching all require lots of resources.

Moreover, analyzing such small samples, often in fast forward mode, means that is almost impossible to be fair and accurate. Unsurprisingly this is one of the largest contributors to call center employee dissatisfaction and high turnover rates.

Find out how pioneering Artificial Intelligence (AI) and Natural Language Processing (NLP) enabled technology can reverse this situation.

EnghouseAI's Automated Agent Evaluation uses AI and NLP to evaluate agent strengths and weaknesses in handling customer interactions – across all channels.

Do more Review up to 100% of agent interactions	**With less** Supervisors could get back 100s of hours they spend now in reviewing and scoring agents
Do it better AI is objective and consistent, reducing subjectivity in the agent evaluation process	**Gain actionable insights** Combine customer interactions into a Voice of the Customer program
Improve continuously Well-coached agents and actionable insights improve CX and EX	**Increase revenue** Improving customer experiences drives better business

Create positive outcomes for customers and agents, do more with less – and do it better!

Why use AI-Enabled Agent Evaluation?

Traditional Quality Management methods often focus too much on hitting targets, ignoring opportunities for small incremental or high-impact CX improvements. For example, an agent's ability to handle issues efficiently is vital – but equally important is showing empathy to customers.

With Enghouse innovative Automated Agent Evaluation technology, you will gain key insights about your agents and customers with every interaction, helping you deliver a better customer experience overall, exceed customer expectations, and uncover valuable business intelligence.

Evaluate all interactions

Using Natural Language Processing (NLP), EnghouseAI' Automated Agent Evaluation can evaluate up to 100% of customer interactions, across all channels. This significantly improves overall insight into individual agent's strengths and weaknesses. As a result, it is easier to discover and resolve pain points before they become serious problems for customers and agents alike.

Instead of constantly putting out fires, find ways to exceed everyone's expectations with consistently high-quality customer engagement.

Be impartial, objective, and consistent

Automated Agent Evaluation identifies interactions that fall above and below KPIs, creating a transparent, bias-free scoring system. This not only saves managers and supervisors significant time but also enables impartial scoring of all agents, in all locations. A fair and unbiased approach to selecting and evaluating customer interactions will help boost agent morale across your organization.

Identifying opportunities for improvement and training empowers agents, and speeds up on-boarding times for new employees. Focused agent development improves employee satisfaction, reducing contact center attrition rates.

Understand more about your customers via every interaction

The calls and digital interactions used for agent evaluations also contain valuable insights about customer emotions, intent, and even churn risk. These interactions can be further analyzed by the Enghouse Natural Language Understanding engine in the EnghouseAI Insights solution to provide Voice of the Customer (VoC) insights. Using these insights will enable better decision making and improve business outcomes.

Enghouse's AI Insights can uncover issues and identify opportunities for action that often remain 'hidden' in NPS or CSAT scores. Additionally, you can combine customer feedback surveys with agent interactions to delve deeper into what your customers really feel.

Move the needle beyond improved NPS and VoC scores. Combining EnghouseAI Automated Agent Evaluation with AI Insights enables organizations to focus attention on the issues that truly improve CX, grow customer loyalty, and increase revenue.
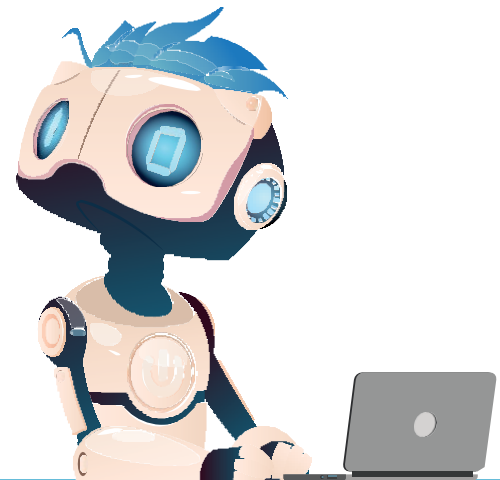
Deliver Tangible Improvements with AI

Instead of randomly sampling calls to review, use AI to make your Quality Management 'smarter'. Free up your supervisors from spending so much time listening to calls. Ensure that your scorecards are less subjective and more objective across your entire organization.

AI Augmented Interaction Analysis

Using AI, you can evaluate all customer interactions against defined criteria representing a positive customer experience. This means you can assess up to 100% of interactions, making it easy to identify issues, even infrequent ones.

Easily Customizable Scorecards

EnghouseAI's Automated Agent Evaluation customer-specific scorecards are easily changed to adapt to new evaluation criteria and evolving company policies – or simply to improve the scorecards to better assess what's important to you.

AI Customer Insights

It's easy to miss the useful VoC insights in your everyday customer interactions. Advanced analytics can detect multiple themes and risks automatically. Use the optional EnghouseAI Insights to unlock important business intelligence from interactions to identify churn risk, detect emerging trends, or spot opportunities.

Evaluate Agents using *every* customer interaction

Remove bias

Increase accuracy and consistency.

Boost supervisor effectiveness.

Elevate agent job satisfaction.

Key Benefits

Improved Agent Engagement

With more objective evaluation and better coaching employees are more motivated and engaged. Agents are better equipped to handle each interaction and deliver a positive outcome. Improved coaching will also reduce the time taken to on-board new advisors.

Improved Manager Productivity

Reduce the manual effort required to manage agent performance. Free up your supervisors to focus quality reviews where they are needed most. Allot more time to higher value management activities.

Improved Customer Experience

It's simple – more engaged, informed, and positive agents will deliver a better customer experience leading to higher engagement and retention.

Improving FCR rates leads to greater efficiency and a cycle of improved engagement. Getting it right the first time reduces the effects of failure demand on the contact center, along with volumes and wait time – and the associated SLAs.

Increase your revenue by helping your agents to qualify better, handle objections more decisively and close deals more quickly.

Improve your customer experience by helping your agents be more empathetic and handle issues in a more decisive and timely manner.

Complementary Solutions and Consulting Practices

Enghouse ANALYTICS

Enghouse RECORDING & QUALITY MANAGEMENT

Enghouse CONTACT CENTER

Enghouse OUTBOUND COMMUNICATIONS

Enghouse CONSULTING PRACTICES

Choice of Deployment Options

EnghouseCloud

EnghouseHybrid

About Us

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software, services, and video solutions, serving thousands of customers for over 35 years. Enghouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact center from a cost center into a powerful growth engine.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse Interactive's reputation for consistently honoring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

Contact Us to Learn More

With over 40 years of extensive contact center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at **enghouseInteractive.com**

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