



CLEARVIEW™ OFFERS AN ARRAY OF CALL CENTER PERFORMANCE MANAGEMENT SOLUTIONS DESIGNED FROM THE GROUND UP TO MEET THE EXCLUSIVE NEEDS OF FRONT LINE SALES AND SERVICE ACTIONS. BY DELIVERING REAL-TIME, PERSONALIZED PERFORMANCE DATA TO EVERY EMPLOYEE ON THE FLOOR WHILE AUTOMATING CRITICAL MANAGERIAL ACTIVITIES, CLEARVIEW INCREASES ACCOUNTABILITY AND CREATES A CULTURE OF CONTINUOUS DEVELOPMENT ENHANCEMENTS ESSENTIAL TO REACH BUSINESS GOALS.

ClearView

Case Study

The Problem

Focus Services' call center agents are the lifeblood of its business. So naturally, getting the most out of every agent is essential to Focus' productivity and profitability. One challenge in getting the best performance out of each agent lies in the ability that Focus' management has to monitor agent performance. Focus uses Quality Assurance (QA) specialists to monitor and track agent quality scores on each floor. As QA specialists listen to calls they fill out monitoring forms that address areas of strength and improvement for each agent monitored. Coaches use these completed monitoring forms to train and develop their agents and to help them improve performance. Focus' current system makes it difficult to keep track of which agents have been monitored and when. Agents end up falling through the cracks.

The Solution

Focus Services has implemented the ClearView Performance Management Tool to address this and other industry-wide concerns. ClearView's customizable platform allows QA specialists to see in real time which agents have been monitored. ClearView's stack ranking capabilities allow QA's to see which agents have gone the longest without being monitored and when their last monitor took place. When an agent goes too long without being monitored ClearView sends a reminder email to the QA specialist. The amount of time that passes before an email is sent is customizable and can be adapted to each of Focus Services' floors.

QA specialists no longer spend their time filtering through multiple sources to find the data they want. The system aggregates and filters through the data for them, giving them a clean and accurate dashboard all day long.

The Positive Data

Before Focus Services began using ClearView the number of forms that were submitted was under goal by over 50%. In just the first full month of having ClearView the number of forms completed improved by 316%. The average number of forms submitted per month since inception has improved by 290%. The detail of the monitoring forms is better than ever. ClearView gives QA's the tools they need to effectively monitor each agent on the floor.