



**Delight customers and reduce costs by providing contact center agents with proactive coaching during calls from virtually anywhere on any browser.**

## Contact Center Performance Challenges

Leading customer service organizations recognize the impact that agent performance can have on customer satisfaction and overall costs. Contact center staff require comprehensive training and immediate access to assistance in order to improve first call resolution, reduce escalations and provide personalized experiences. However, factors such as high turnover rates and increasingly geographically dispersed teams make it difficult for organizations to maintain well-trained, competent customer-facing staff.

## Introducing Proactive Agent Coaching

CaféX Supervisor Assist helps agents become more proactive and effective during customer calls. From virtually anywhere using just a web browser, supervisors or peer mentors can monitor, coach and interact live with agents while calls are in progress. During customer calls, supervisors and peers can:

- › Click to listen to agent audio conversations with customers;
- › See and respond to agents raising a hand to request immediate assistance;
- › Text chat with agents;
- › View an agent's desktop screen across up to four monitors;
- › Spotlight important areas on an agent's screen;
- › Type in text and click-thru an agent's desktop to click on links, open files and complete forms;
- › View and manage teams of agents as well as set observation goals.

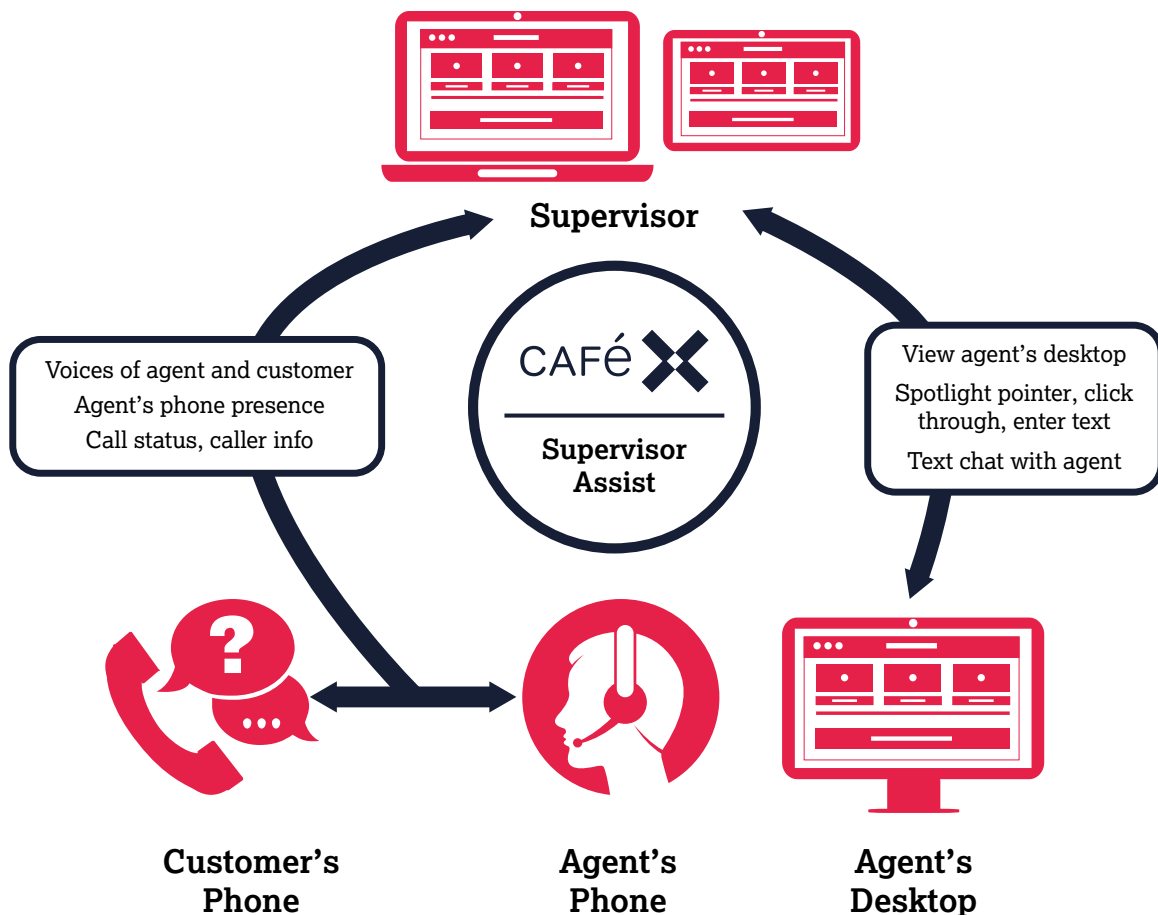
## Benefits for Your Business

Supervisor Assist helps companies provide highly interactive training and real-time coaching to customer-facing staff on an ongoing basis, regardless of where personnel are located. Companies are in a better position to:

- Increase first call resolution rates and minimize call escalations to improve customer satisfaction and reduce operating costs;
- Onboard new hires at lower cost and reduce attrition in tenured staff;
- Address the training demands of today's mobile and distributed workforce, as supervisors don't need to be tied to their desks and agents can be home-based or in remote locations;
- Extend coaching beyond the call center to other customer-facing staff, such as sales and support staff, to raise productivity and increase revenues.

## Simple and Flexible to Administer

A supervisor can easily set up a coaching session from a tablet device or desktop computer. In seconds users can be added via drag-and-drop to one or more teams, which are then coupled together into a coaching session for a specified time period.



## About CaféX

CaféX makes it easier for companies to enhance live engagement within web and mobile applications. CaféX's award-winning software embeds real-time collaboration within the context of business workflows to increase customer satisfaction and employee productivity.