CAFéX

Supervisor Assist

Empower your workforce by enabling supervisors and peers to coach and train customer-facing employees from virtually anywhere using real-time interaction across multiple channels.

Introducing CaféX Supervisor Assist

With CaféX Supervisor Assist, supervisors can use a tablet application or desktop browser to observe and collaborate with contact center agents live during customer calls. Supervisors can:

❯ Click to listen to audio conversations between agents and customers;

❯ Text chat live with agents during customer calls;

❯ View an agent's desktop screen, even when the agent has multiple monitors;

❯ Use a spotlight pointer to highlight important areas on an agent's screen;

❯ Take temporary control of an agent's desktop to click on links, open files and help fill out relevant information.
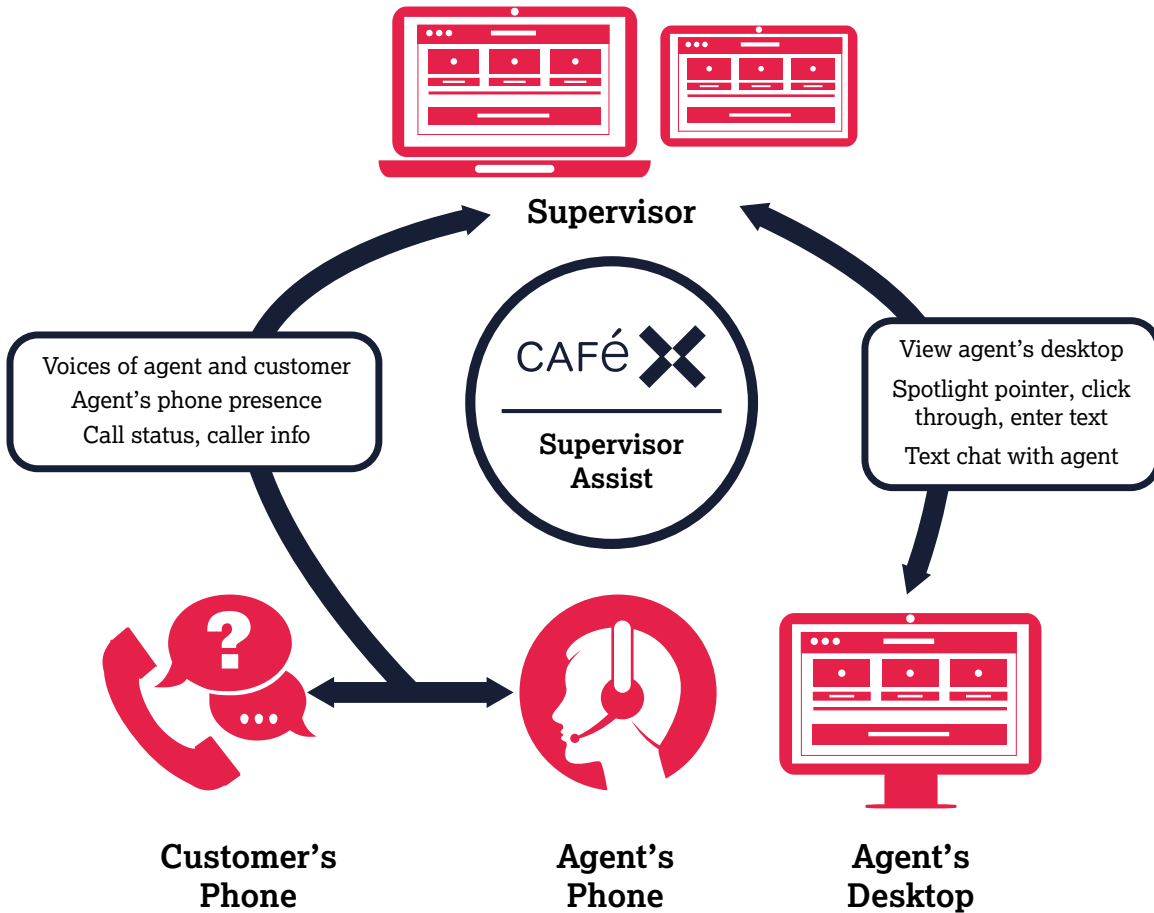
Benefits for your business

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:

❯ Improve customer service levels and ensure consistency, especially given the rising level of customer expectations in today's online marketplace;

❯ 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.

Supervisor

CAFé X

Supervisor Assist

Voices of agent and customer
Agent's phone presence
Call status, caller info

View agent's desktop
Spotlight pointer, click through, enter text
Text chat with agent

Customer's Phone

Agent's Phone

Agent's Desktop

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. Trusted by many Global 2000 companies, CaféX software brings together WebRTC and enterprise communications technologies to create omnichannel experiences that unify the customer journey and protect existing IT investments.