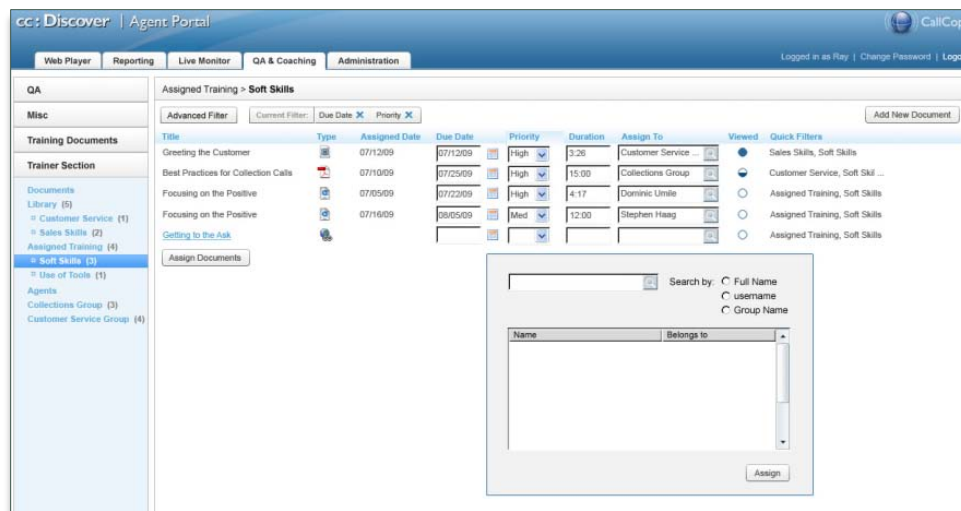




Uptivity Coaching and Training

Discover the full potential of your agents

Effective coaching and training are critical to agent development. Uptivity's agent coaching and training solution equips your staff with the knowledge and tools for success while providing an effective way for agents to understand their strengths and weaknesses. Used in conjunction with Uptivity Discover Suite's integrated call recording and quality management (QM) capabilities, our solution improves customer satisfaction through better agent performance, empowerment, and morale.



Key features

- Assign customized curricula and training materials to agents or groups based on performance or role
- Custom widget dashboards with up to 10 widgets, such as Assignment Inbox
- Supports a variety of training material formats (videos, recordings, documents, slide shows, etc.)
- Track completed assignments or evaluation reviews
- Completed QM evaluations can be emailed directly to agents
- QM dispute feature allows agents to challenge their evaluations
- Live video monitoring of up to 12 screens simultaneously to locate agents needing assistance

Coaching and Training Benefits

- Quickly develop and retain highly skilled and motivated agents.
- Easily assess agent skill sets and identify opportunities for training.
- Promote self-improvement by providing agents with access to information from recordings and QM evaluations.

Uptivity Coaching and Training

Discover the full potential of your agents

Real-time feedback, real-time agent development

Our coaching and training module delivers evaluation forms to agents as you complete them, providing staff with instant feedback on performance. Enable agents to access their own recordings and conduct self-evaluations, giving them a better understanding of quality and strengthening your coaching efforts by including them in the process.

Augment your coaching and training curriculum

Uptivity coaching and training enables you to provide greater consistency in coaching without investing in a complete online university. Replace on-the-job training and live monitoring sessions with recorded calls, pre-screened for content and quality to ensure that trainees all learn *the same thing, the same way*.

Your net result: Higher levels of quality, *delivered on a more consistent basis*.

NICE **uptivity**

555 S. Front St.
Columbus, OH 43215

Tele | 844-422-9993

www.nice.com/websites/NICEUptivity/



What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.