



U L T R A E X P R E S S

U L T R A I n t e l l i C o a c h



ULTRA EXPRESS™
ULTRA IntelliCoach
*For Small to Mid-Size
Contact Centres*

- **Monitor interactions to evaluate agent performance**
- **Identify each agent's individual training needs**
- **Leverage existing content to deliver targeted, individualised training**
- **Create a Best Practice Clip library based on recorded interactions**
- **Track training assignments and activities to ensure proper followup**
- **Observe and evaluate agents in real time and provide instant assistance**

Optimising performance and enhance customer service

An agent's ability to deliver superior service is crucial to maintaining strong, profitable customer relationships. Yet most organisations offer only traditional classroom-based training programs, giving agents just a fraction of the information they need to provide the best possible service. ULTRA IntelliCoach™ is designed to help organisations provide ongoing feedback and training to address agents' individual development needs, so that they can readily answer questions, conduct transactions, solve problems, identify sales opportunities, and deliver an outstanding customer experience.

Maximise Performance

With ULTRA IntelliCoach, the entire agent evaluation, feedback, coaching, and development process can be intelligently and efficiently managed. Supervisors can implement a "just-in-time" model that provides learning as an individualised and ongoing process, instead of an isolated group event. Coaching and assistance can be delivered when and where it is needed, regardless of where agents are located.

Targeted Content Delivery

ULTRA IntelliCoach is designed to significantly reduce training expenses by delivering targeted content to individual

agents. Content is delivered to each agent's ULTRA Portal inbox, along with comments, estimated course times, and due dates. Supervisors can track assignments to ensure proper followup.

Best Practice Clips

Recorded interactions that represent the most effective ways to handle calls can be identified, edited, and sent directly to agents as part of their ongoing training. Agents can use these best practice clips to "learn by example" from more experienced peers. A library of best practice clips can be created for future training applications.

Bi-Directional Feedback

ULTRA IntelliCoach establishes a private communication channel for sharing secure and honest feedback.

Supervisors can create personalised messages that are routed and flagged for individual agents. This feedback mechanism also allows agents to provide input on how processes and programs can be enhanced, motivating them to take an active role in the improvement process.

Whether your focus is on improving agent quality, ensuring regulatory compliance, or managing risk, ULTRA Express is an essential tool for improving contact performance.

Supervisor Dashboard for Real-Time Monitoring, Evaluation, and Assistance

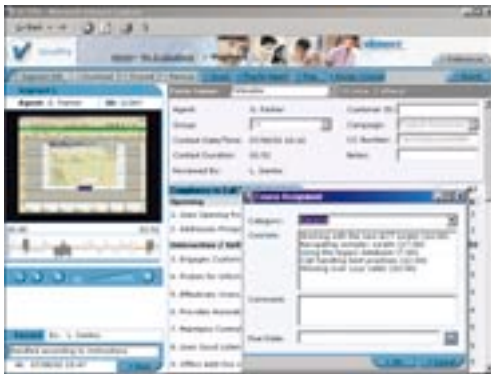
With the ULTRA IntelliCoach Supervisor Dashboard, supervisors can observe and evaluate agent activities as they happen, and quickly identify performance deficiencies, intervene during problematic calls, and provide immediate, targeted feedback. Supervisors and coaches can receive real-time alerts when problems arise, and immediately begin monitoring voice and screen activity. Additionally, outsourcers can allow their clients to listen to live interactions for greater visibility to offsite or offshore contact centre activities.

Real-Time Communications

Enterprise messaging mechanisms can be leveraged to initiate a real-time communication channel that enables managers to assist agents during a live customer interaction.

WITH THE INTELLICOACH SUPERVISOR DASHBOARD, YOU CAN:

- ✓ **Track Agent Status**
See which agents are currently logged in and engaged in transactions
- ✓ **Conduct "Live" Evaluations**
Monitor and evaluate calls from specific campaigns, agents, or customers in real time. Agents' screen activities can be observed, along with audio interactions
- ✓ **Get Immediate, Actionable Alerts**
Receive instant notification when call handling thresholds are exceeded to identify calls that may need attention
- ✓ **Provide Real-Time Assistance**
Deliver feedback and guidance to agents as they interact with customers to enhance performance and promote optimal call resolution



With ULTRA IntelliCoach, targeted training materials can be selected and sent directly to individual agents for personalised coaching.



Best Practice Clips enable agents to "learn by example" from the recorded interactions of more experienced peers.

For more information about ULTRA IntelliCoach, contact your Verint Value Plus Partner.

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