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Business Process Optimization for Supervisors

Historically, supervisors have used communications recording systems with [quality monitoring](#) to improve agent performance. Today, however, business process optimization is creating a sea change in supervisor capabilities, providing deep insights into their agents' activities to increase operational effectiveness.

Business Process Optimization

The latest business process optimization solutions are based on a comprehensive multimedia recording platform for capturing TDM and [VoIP](#) conversations as well as screen interactions between agents and customers.

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A [quality monitoring](#) application integrated with the recording solution lets supervisors review and examine customer interactions in great detail. By doing so, agent strengths and weaknesses can be identified, and comprehensive reports can be generated comparing them to contact center requirements.

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Using a feedback module, the supervisor can effectively follow up in a proactive manner to measure customers' satisfaction and their perception of service. The responses help contact centers review and improve their processes and standards as well.

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In addition, an eLearning application can be integrated with the quality monitoring solution to let supervisors assign customized coaching sessions directly to agents to address skill gaps and increase productivity. Agents also learn from sessions delivered automatically to their desktop without attending costly offsite training.

Enterprise-Wide Integration

New functionality helps supervisors communicate with agents in real time, listen to ongoing calls, and even take control of the agent's desktop for effective on-the-job coaching.

Calls can be tagged with an account number or an agent's name to enable free seating and facilitate search-and-replay. The ability to promptly listen to the most recent calls can facilitate analysis of current campaigns in a deep and comprehensive manner. Recordings can be easily emailed back and forth or grouped together by campaign or subject for selective archiving as well as easier retrieval and analysis.

The latest business process optimization solutions provide speech analytics to structure raw data captured in recorded customer interactions. It can be used by supervisors to ensure their agents are following the script and, through voice and emotion detection, acting in a courteous manner. For contact centers with a large volume of communications, it can automatically categorize recorded calls to identify the most instructive interactions among an otherwise unmanageable number of communications.

A cutting-edge business process optimization solution should also include a business [process management](#) application. Through automated processes, such as importing the agent's skills from quality monitoring reports, it increases the efficiency of staff scheduling while lowering overall costs.

Conclusion

By providing comprehensive online training for agents, [customer feedback](#) modules and sophisticated call analysis applications, business process optimization solutions can expand the supervisor's ability to improve operational effectiveness, increase agent satisfaction and lower overall operational cost.

Business process optimization solutions have already been proven effective in achieving these goals in many contact centers through a combination of advanced functionalities. Therefore, their use will continue to grow and expand.

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About Patrick Salg:

As Director of International Sales for ASC, Patrick Salg handles business with international partners. He started his career at ASC almost 15 years ago and holds an CCI degree in Master of Business Management.



About ASC:

ASC is a global provider of solutions to record, analyze and evaluate multimedia-based communications. ASC's solutions reveal vital information, enabling organizations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity. Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs. First responders and public safety organizations enhance reactivity in emergency situations; therefore, ASC provides an important contribution to public safety.



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