Coaching tips for Supervisors

As a supervisor, your role in guiding and supporting your agents is crucial to enhancing both their performance and the overall customer experience. This guide outlines strategies to help your team understand the value of their statistics, set actionable goals, and stay engaged.

Help agents understand the value of their stats

Initial log-in time and final log out time:
Punctuality is critical in maintaining team efficiency and ensuring adequate coverage during shifts.

Goal: Encourage agents to log in and out on time to contribute to a balanced workload and reliable service.

Number of contacts handled:
This metric reflects the agent's capacity to manage customer interactions effectively.

Goal: Set realistic targets based on historical data and encourage agents to handle an appropriate number of contacts without compromising quality of support.

Average handle time:
Efficient handling of customer requests is crucial for customer satisfaction and operational efficiency.

Goal: Aim for a balance; encourage agents to resolve issues quickly while maintaining thoroughness and quality in their service.

Average wrap-up time:
Quick and accurate documentation ensures that all customer interactions are properly recorded for future reference.

Goal: Motivate agents to streamline their wrap-up process while capturing necessary details for quality assurance and improved service.

Tip: Encourage agents to use your organization's wrap-up codes to ensure efficient and consistent documentation after every customer interaction.

Leadership strategies to improve team performance

- **Stay connected:** Schedule regular one-on-one sessions to review each agent's stats, identify strengths, discuss areas for improvement, and set achievable goals.

- **Celebrate wins:** Create a positive work environment by recognizing progress to boost morale and motivate agents.

- **Be supportive:** Encourage agents to take short breaks when needed and provide access to resources or support systems for managing stress.

- **Peer support and mentoring:** Create a supportive team environment where agents can share experiences and tips. Consider pairing less experienced agents with mentors for guidance and support.

- **Continuous learning and development:** Provide opportunities for skill development through resources and training sessions.

Helpful resources

Webex Adoption
Get the support you need with quick access to best practices and helpful resources.

Classes and training
Learn any time with quick video tutorials.

Adoption Resource Library
Your go-to place for use cases, guides, checklists, and more to get your team up to speed.

Help Center
Explore detailed how-to's and answers to commonly asked questions.

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