

# Alvaria Performance™

For most enterprises, the contact centre is the gateway to the customer, but the gate keeper is the agent. In order to achieve the business goals of your organisation, you need to ensure that all of your agents, supervisors and managers are operationally aligned with these business goals, whether they be cost reduction, customer satisfaction improvement, revenue enhancement, or other. For front line staff, these enterprise business goals appear as KPIs like average handle time, first call resolution, schedule adherence, sales conversion rate and many other metrics. You need a system in place to manage all of these measurements of individual and team success in order to be sure that the enterprise as a whole is achieving its business goals.

Alvaria Performance is a high performance contact centre management and reporting tool used to collect, correlate and display information relevant to each user's role and responsibilities, whether they be agent, supervisor, manager or business analyst. This flexible tool can quickly reveal valuable new insights by enabling the tracking of personal and group performance vs. goal using a wide range of metrics with data sourced from many contact centre systems.

Alvaria Performance displays configurable scorecards, dashboards and reports via web browser with security and access rights that are determined by the specific role of the user. The software also includes administrative tools to configure and manage the data loads, configure user roles and security settings, configure scorecards and reports, manage KPIs and metrics and define and configure coaching.

## KEY DIFFERENTIATORS FOR ALVARIA

### Modern, Graphical User Interface

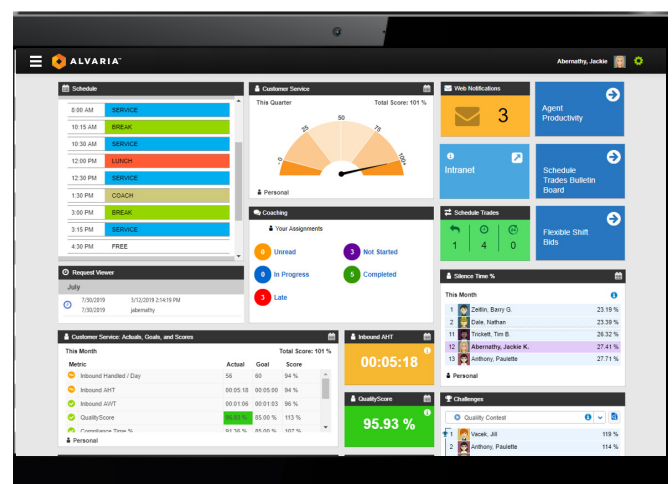
Highly simplified, web-based, graphical user interface with same look and feel as other Alvaria Workforce Engagement Management™ (WEM) components significantly increases agent and supervisor productivity

### Agent Performance Viewed in Multiple Dimensions

See the performance of agents and teams as measured by many different metrics or combinations of metrics and create views of data that can be stored as dashboard widgets

### Automated Coaching Based on Standardised Metrics

Initiate coaching without any supervisor intervention by establishing thresholds for reasonable performance, then analyse the coaching process and level of success with coaching analytics



### Near Real-Time Multi-Dimensional Data

Agent performance data is sampled in regular intervals close to real-time and Alvaria Performance™ is fully GDPR compliant

### KPIs Created by Business Analysts

Simplified administrative interface permits non-technical staff to create their own KPIs

### Access to External URLs

Create dashboard hyperlinks to other enterprise systems

### Flexible Deployment Options

Available in any delivery mode to meet the needs of any contact centre. (On-premises, private cloud or public cloud)

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## KEY COMPONENTS

### Consolidated Enterprise View

Synthesise data across contact centre operations including your routing platform, workforce management system (scheduling, forecasts, etc.), quality management (agent evaluations, employee and customer survey results, etc.) speech analytic and additional sources such as desktop analytics and eForms. Extend contact centre insight with metrics drawn from enterprise systems that manage customers and business process (CRM, ERP, etc.).

### Contact Centre Intelligence

Leverage pre-built reports, dashboards and KPIs to get an in-depth view into how your resources are performing vs. operational and strategic objectives. Visualise data through intuitive, interactive charts, heatmaps and graphs that help you understand the root cause for performance short-falls. Trending and multi-nested reports can be viewed by time, team, reporting group, location and many other dimensions. Alvaria Performance enables:

- Visibility into resource performance and quality across and within all channels to identify best practices and opportunities for improvement
- Real-time and historical views to understand current challenges and explore business drivers
- Insight into customer behaviour such as churn, satisfaction, and buying patterns
- Drivers for operational outcomes that matter to your business such as handle time, first contact resolution (FCR), talk time, cross sell/up-sell rates, collection rates and service level achievement

### Workforce Optimisation User Interface

Alvaria Performance integrates seamlessly with other components of the Alvaria WEM™. Agents and supervisors are provided with a single graphical user interface for all components of Alvaria Workforce™, which sports a modern, uniform look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other workforce optimisation providers in the market, no browser plug-ins are necessary to achieve full functionality.

### User-Focused Design

With this new user-focused design, Alvaria has removed the technology barrier between the user and Alvaria Performance. With easy-to-understand graphical icons, widgets, dashboards and screen layouts, agents will understand key performance details at a glance, and streamlined navigation allows agents to get to specific areas of the program more quickly and efficiently. Conditional formatting and colour allow users to interpret performance much more rapidly. In essence, agents can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

## Alvaria Motivate™ - Coaching

Agent performance is the primary determinant of the success of a contact centre. The challenge in an environment as complex as a contact centre is to identify specific agents and skills in need of improvement and then take the appropriate corrective action. Alvaria Performance™ gives supervisors the information they need to understand agent deficiencies and the capability to implement coaching (with optional Alvaria Motivate - Coaching License) to alleviate these deficiencies. Alvaria Motivate - Coaching provides the tools to enable both ad hoc and automated coaching. The supervisor can set minimum performance thresholds, which if unmet, will automatically notify the agent that specific coaching is required. Likewise, from inside the scorecard, the supervisor can manually initiate coaching for individuals or entire teams based upon his or her observations. Alvaria Performance supports simplified workflow between Alvaria Performance and Alvaria Quality™. In the Scored Interactions search window in Alvaria Quality, if you select a single recording where coaching was assigned, you can open the associated coaching details by clicking the icon. Within Alvaria Performance, you can directly open an interaction recording that has had coaching assigned to it by the evaluation performed in Alvaria Quality. Alvaria Motivate - Coaching also provides coaching feedback from agents as well as analytics on many coaching metrics that can show how effective coaching has been for individual agents as well as the effectiveness of specific coaching actions across all agents.

## Management and Ease of Use

As with other user interfaces, Alvaria Performance has been designed to make administration of the system as simple as possible for the user. Administration is 100% browser-based and maintains the same graphical, intuitive look and feel as the end-user interface. The set of administrative actions available is determined by the role of the user, whether agent, supervisor, business analyst or other. Roles can be assigned to individuals or entire organisations, and as individuals move into an organisation, they will inherit the associated defined roles for that organisation. A few easy-to-use screens allow you to administer users, roles, scorecards, data feeds, jobs, KPIs and other essential system parameters. Alvaria Performance also includes an enhanced metric and KPI editor that dramatically simplifies the task of creating and maintaining KPIs.

## Standardised Data Connectors

Alvaria Performance is pre-integrated with popular Alvaria Workforce™, Alvaria Engagement Analytics™ and ACD offerings, as well as third party systems. Alvaria Performance can be implemented easily with minimal need for professional services integrations and becomes a centralised location for performance data from all contact centre systems i.e., a “single source of truth”. “Add-On” contributors make it simple to import data from any source (e.g., departmental metric targets) using the Excel file format, or using a signed URL with Alvaria Performance.

## Role-Based Analytics

Provide the right data, at the right level to every stakeholder within the contact centre and across the enterprise. Role-based analytics ensures that supervisors and managers have the reports they need to make operational decisions, executives have the insight to support strategic decisions and agents have a view into their own performance to self-manage and continually improve.

“ Every single thing Alvaria Performance does is a benefit to me. As a coaching tool, it has helped me manage better by providing daily figures and the ability to drill down into problems. For example, by going into the half-hour breakdown, I can determine why someone whose target is 14 percent “Not Ready” is actually at 18 percent. So if I find out that Not Ready time goes up significantly before a break, there's an easy way to make the agent aware of that and fix the problem. ”

- Team Manager at a major UK financial institution

## KEY FEATURES

- Modern, simplified icon and widget-based web UI with easily understandable graphical dashboard
- Flexible display options including grids, scorecards, reports, graphs, icons, widgets, heat maps, Excel/PDF exports
- Agents are able to self-correct without supervisor intervention using the clear indicators of their performance
- Easily customisable form development to enable manual data capture
- Supervisors can see trends over time and other dimensions to reveal valuable insights
- Pre-integrated with Alvaria contact centre solutions including Alvaria Engagement Analytics™
- Ad Hoc and automated coaching with tight integration to Alvaria Quality™
- Set thresholds for agent performance to initiate automated alerts or coaching
- Filter and view Scorecard data by the organization as a whole, team/agent view, or tabular view for more drilled-down detail.
- Solicit coaching feedback directly from agents and use analytics on coaching process metrics
- Business analysts can easily extract valuable business intelligence that points to major operational improvements
- Combine data from multiple sources with standardised data connectors, easily customisable third-party connectors and Excel or flat file data import
- Complex data manipulation (e.g., search, sort, filter, transpose, drill-up, drill-down, create arithmetic expressions)
- Enable direct access to the cube for Excel extracts
- Historical analysis and real-time updates
- Ready-to-use best practice KPIs included with software
- Available in multiple languages including English, German, Traditional Chinese, Simplified Chinese, French, Spanish, Brazilian Portuguese, Korean, Japanese and Russian
- Flexible deployment options (on-premises, hosted or public/private cloud)
- Use speech and text analytics results from Alvaria Engagement Analytics to measure performance in 100% of customer interactions

“Since the advent of Alvaria Performance™, nearly every metric that we measure with our agents has improved.”

- Bill Sievers, SVP Customer Care, RCN

### About Alvaria™

Alvaria is the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM) solutions. Our name is derived from Latin for “hives” – nature’s perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA. Reshaping Customer Experience™.