

# Envision

Advanced Monitoring and Coaching Capabilities for TeamQ®



envision

Click2Coach® Cloud Capabilities	Click2Coach	Envision Standard Workforce Optimization	Envision Advanced Workforce Optimization
<b>Recording &amp; QM</b>			
Voice recording, search and retrieval	●	●	●
Screen capture recording	●	●	●
Playback via speaker	●	●	●
Desktop data tagging			●
Unlimited evaluations	●	●	●
Agent Inbox	●	●	●
<b>WFM</b>			
Forecasting and scheduling		●	●
Real time adherence		●	●
Intra-day manager		●	●
Shift bidding		●	●
<b>Coaching/eLearning</b>			
Coaching packages	●	●	●
eLearning authoring tool	●	●	●
eLearning management	●	●	●
Progress reporting	●	●	●
Agent inbox	●	●	●
Agent desktop delivery	●	●	●
<b>Performance Management</b>			
Dashboard	●	●	●
Scorecards	●	●	●
nowCloud! speech analytics			●
<b>Security</b>			
Encryption in transit	●	●	●
Encryption at rest	●	●	●
PCI pause/resume encryption	○	○	○

● Included ○ Optional

## Envision Click2Coach is a perfect addition to TeamQ

- Advanced Recording and Monitoring
- Workforce Management
- Coaching
- Performance Management
- And More

## Expect Results – Click2Coach Delivers

Click2Coach for TeamQ helps with upfront training of agents, using real customer interaction scenarios and examples of how to handle different customer interactions. Once agents are handling phone calls, ongoing coaching is what develops highly engaged and effective agents and exceptional customer experiences.

Customers leveraging Click2Coach see increases in agent effectiveness, reducing Agent Handle Time (AHT) by more than 15% and increasing customer satisfaction.

## Easy to Deploy Cloud Offering to Enhance TeamQ

What if you could get all this in a unique cloud-based solution that is easy to add to your existing CX-E TeamQ. Enterprise-quality recording, agent analytics, evaluation and coaching. That's exactly what you get with Envision Click2Coach for TeamQ.



## TEAMQ®

TeamQ is an informal call center solution for CX-E. With support for up to 250 agents, TeamQ empowers agents to control their workflow. TeamQ delivers high ROI by giving teams access to vital call center features – at a fraction of the price of other call center solutions. Features include: Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, Reporting and more. TeamQ is affordable and simply connects to all major PBXs.