

COURSE PRICE

Online Course

ICMI Member \$649

Non-member \$699

This course is delivered in three sessions, each is a two hour session. Purchasing this course on-demand will give you access to the recording for 9 days

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SALES CONTACT

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Learn a step-by-step process for designing a comprehensive monitoring program that will effectively attain continuous quality improvement.

In part one of ICMI's **Contact Center Monitoring and Reporting** course, you'll learn the characteristics of the most effective monitoring programs and how to translate best practices into reality in your contact center. You'll discover the details of how successful monitoring programs are structured so you can implement the best program for your center.

Specific and measurable agent performance standards are the cornerstone of a successful monitoring program, with part two of this course you will determine the performance targets that will best communicate your priorities.

Part three of this course will show you how your monitoring form has an impact on the accuracy of your quality program and affects agent acceptance of feedback and ratings. Using, *Six Steps to Monitoring Form Success*; you'll create a monitoring form that will invigorate your program by prioritizing and focusing on the right performance standards.

Designed for managers, supervisors, QA specialists, and coaches who are responsible for quality monitoring in the contact center and need to:

- ▶ Put a powerful monitoring program into action quickly.
- ▶ Establish clear, valid and measurable performance standards that align with the contact center's objectives.
- ▶ Design an organized, easy-to-read form that will clearly communicate performance standards.
- ▶ Set the performance categories and a rating system that will support your monitoring goals.
- ▶ Uncover industry monitoring trends and best practices that you can implement in your center.
- ▶ Incorporate emerging technology to enhance your program.
- ▶ Communicate your monitoring strategy to agents and the larger organization.

COURSE SLICK

Unit 1: Designing a Monitoring Program that Achieves Results

- ▶ The Big Questions
 - Ask Why? Who? How?
- ▶ 8 Steps to the Right Results
- ▶ Emerging Technology
 - Evolution of Recording
 - Evolution of Automated Monitoring Technology

Unit 2: Setting Results-Oriented Performance Standards for Quality Monitoring

- ▶ Activity vs. Results
- ▶ Performance Standards in 5 steps
 - Customer Expectations vs. Performance Standard
 - Sticky Standards
- ▶ Online Consideration
 - Using 5 Step Process
 - Adjust Required Behaviors
 - Document
 - Communicate
 - Monitor and Update

Unit 3: Creating Inspiring Monitoring Forms that Guide the Process

- ▶ What is a Monitoring Form?
- ▶ Leveraging Data
 - Individual Performance and Improvement
 - Contact Center Process Improvement
 - Organizational Process Improvement
- ▶ Spotlight on the Form
- ▶ 6 Steps to Monitoring Form Success

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.