

Contact Center Monitoring: Designing a Program that Achieves Results



"The variety and content of the ICMI seminars are invaluable to taking your call center to the next level."

Reye Kenney
Telecommunications Director,
Hagerty Insurance

COURSE PRICE

Virtual Classroom Course

\$299

Live, virtual two hour course.

On-Demand Download

\$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Managers
- Supervisors
- Coaches responsible for quality monitoring

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

The best monitoring programs boost quality, drive performance improvement initiatives, and increase agent performance and commitment. When done correctly, performance metrics will help ensure interactions that inspire customer confidence and loyalty. Through ICMI's *Contact Center Monitoring: Designing a Program that Achieves Results* classroom course, you'll learn the who's, what's, whys and how's of successful monitoring. We'll begin to show you how to evaluate your organization's mission and quality objectives to create a plan that will help cultivate an environment of continuous improvement in your organization.

This course reveals the characteristics of the most effective monitoring programs and how to translate these best practices into reality for your contact center. Led by feedback from your peers in an ICMI monitoring survey, you'll understand why you should monitor, who should do it, and how often. You'll discover the details of how successful monitoring programs are structured so you can implement the best program for your center. Plus, we'll teach you our proven eight steps that will guide you in building a program that achieves the results you want.

Whether you're a new organization looking to develop a program from scratch or looking to improve upon a program in place, ICMI's *Contact Center Monitoring: Designing a Program that Achieves Results* classroom course will put you on track for success.

This course covers:

- Why monitoring is so important: measuring quality today and achieving tomorrow's goals
- Who should monitor: working towards an approach that includes those at multiple levels of an organization
- How often to monitor: determining the frequency necessary to reach your company's goals
- ICMI's critical eight steps to the right results
- Emerging technology: the latest monitoring tools available and how to choose which fit your plan best

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COURSE OUTLINE

Module 1: The Big Questions

- ▶ Ask why? Who? How?

Module 2: 8 Steps to the Right Results

Module 3: Emerging Technology

- ▶ Evolution of recording
- ▶ Evolution of automated monitoring technology

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.