



# Agent ID

Making the most of your most important people



# Agent ID

Every time a customer speaks to your agents, it's an opportunity to make a difference. It's not just selling, it's also about delighting, reassuring, and helping.

Every agent matters, so our Hub enables you to see how each individual is performing:

- + Find the best practices that make your high-flyers fly highest
- + Identify individual training needs for better quality coaching
- + Quickly find each agent's calls by outcome, keyword, product mentioned, script, or many other variables

Pick out calls by individual agents, teams, or locations

Call goals identified

The screenshot shows a call center management interface. At the top, there are filters for 'Filters (Hiding voids)' and a 'DATE RANGE' set to 'Last 28 Days' (28th Dec 2021 to 24th Jan 2022). A search bar is present with the text 'Search by Name' and 'Type to search...'. Below the search bar, there are several filter categories: 'OPERATIONS', 'IVRs & Dialplans', and 'Team Name'. The 'Team Name' filter is expanded, showing a list of teams: 'North West inbound sales team' (highlighted in blue), 'South West inbound sales team', and 'East Midlands inbound sales team'. Below the team list, there is a 'Show Voids' toggle and a 'Reset all filters' button. To the right of the filter menu, a list of calls is visible. The first call is from 'North West inbound sales team' and is filtered by 'Abbey Huff'. The call details include 'Channel: Website Direct' and 'Goal Title: Contact Sales Call'. Other calls in the list include 'Offline', 'Paid Search', 'GMB', and 'Organic Search' channels, with various goal titles like 'Contact Support' and 'Contact Sales Call'. A dotted line points from the 'Pick out calls by individual agents, teams, or locations' text to the search bar. Another dotted line points from the 'Call goals identified' text to the 'Goal Title' column. A third dotted line points from the 'Dive into each agent's calls' text to the 'Abbey Huff' agent name in the call list.

Dive into each agent's calls



## Without Agent ID

With no easy way to connect your speech analytics platform you run the risk of:

- + Training agents using a small sample of random or manually chosen calls
- + Manually searching for training points
- + Slow improvements and long plateaus
- + Ramping up employees takes time
- + Lower conversion rates
- + Lower customer satisfaction

## With Agent ID

A clear, easily segmentable database of every agent's calls, combined with Conversation Analytics gives you the opportunity to:

- + Monitor all calls and immediately uncover the best calls to train each agent on
- + Quickly pinpoint aspects to train to generate the results you desire
- + Rapidly improve in key metrics
- + Ramp agents up to your standards faster
- + Improve conversion rates
- + Leave more customers satisfied, quicker

Agent ID helps you take control of your agents' success, replacing guesswork with clear insight.



# Every conversation, every agent, every time...

It's time to make your best people even better.

Not only does Agent ID empower you to consistently make meaningful improvements to your agents, it is also:

- + Included as standard with Conversation Analytics
- + Easily accessible in the Hub
- + Ready for you to start setting up today

If you already have Infinity, or are considering it, ask your Customer Success Manager or Sales Rep about connecting agent ID to every single call.

