Infinity

2022
UK Dev
Awards
WINNER

Meta
Business Partner

Google Cloud
Partner

UK Business
TECH AWARDS
SaaS Company of the Year

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

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.