

## Automate the Performance Management Process. Provide Direct Performance Feedback with myEureka.

The faster contact center managers, supervisors, and agents get feedback, the more likely they are to take action to improve their performance and your customer's experience. Motivate competitive spirit with easy to understand performance ranking data.

myEureka

### Nick Adams

Last 7 days compared to last month.

All Metrics > **Pitch Effectiveness** (99 contacts)

**21** Below Expectations ▼ weakening, -5 Watch

	Current Value	Change From Last	vs. Avg	vs. Lead	Rank (of 10)
<b>Pitch Effectiveness</b>	21	-5	-10	-24	10
Cross & Upsell	3	-5	-15	-38	10
Objection Handling	6	-6	-22	-26	10
Assumptive Close	8	-2	-19	-30	9
Touting Benefits	21	-1	-3	-25	6
Sales Ownership	48	+5	+9	-2	2
Proper Disclosure	62	+3	+17	-	1

**Pitch Effectiveness Low Score**  
Pitch Effectiveness is in the Below Expectations range, Last 7 days.  
Comment - View Contact - Action - Unwatch (4) (1)

**Pitch Effectiveness Low Rank**  
Nick Adams has the lowest rank in Pitch Effectiveness, Last 7 days.  
Comment - View Contact - Action - Watch

Watch List

- Pitch Effectiveness ●
- Cross & Upsell ●
- Percent Silence ●

#### Watch List –

Individuals can keep an eye on key areas at risk or needing improvement through a personalized list.

#### Ranking Data –

Agents are encouraged to compete beyond just hitting the minimum target. Access to rank data for each metric and key performance driver motivates a competitive culture for high performance.

#### Metric Tiles –

Personalized easy to read performance indicators display current performance & trend information. Aggregate all key performance measures into a single view.

#### Performance Feed –

Performance feedback is delivered as continuous, plain language alerts and notifications, personalized for each user. Take direct action from feed items.

*“CallMiner is demystifying analytics, making it useful and available in multiple contexts”*

Keith Dawson, Ovum

