

Clearview™ offers a range of performance management solutions to meet the discerning needs of your front line sales and service people. By delivering real-time, custom data to every employee on the floor and automating managerial activities, you can increase accountability and create a culture of continuous development that is essential to achieving business goals.

The Problem: As is the case for any call center, getting the most out of every agent is essential to Focus Services' profitability. Focus utilizes quality assurance (QA) specialists to monitor and track agent QA scores, listen to calls and to fill out monitoring forms. Completed monitoring forms are useful tools for coaches to train and develop their agents. A challenge recognized by Focus was enabling management to effectively monitor agent performance. Focus' system had been making it difficult to keep track of which agents had been monitored and coached, and when. As any good call center knows: when agents fall through the cracks, productivity sinks.

The Solution: Focus implemented Clearview's performance management system which enabled QA specialists to see in real-time which agents have been monitored, coached and when these events occurred. When an agent goes too long without being monitored, Clearview sends an automated email reminder to the QA specialist. The amount of time that

passes before an email is sent is customizable and can be adapted to each of Focus' floors. QA specialists no longer need to spend valuable time filtering through multiple sources to find the data they need. The Clearview system aggregates and filters through the data for them—giving them a clean and accurate performance dashboard all day long.

Results: Before Focus Services began using Clearview the number of forms that were submitted was under goal by 52%. **In the first thirty days of implementing Clearview, the number of forms completed improved by 316%.** The average number of forms submitted per month since implementing Clearview has improved by 290%. The detail of the monitoring forms is better than ever, resulting in a steady positive growth in agent productivity and performance.

[Schedule a Demo](#)

Submitted Monitoring Forms*

Before Clearview

52%
Under Goal

30 Days with Clearview

316%
Improvement

Current Monthly Avg.

290%
Improvement

*as of April 2014