Identifying Root Cause Through Data-Driven Decision Making
CX-BUS-1.1

Overview:
Data-driven Decision Making teaches supervisors how to use reporting data and behavioral observations to determine the root cause of a performance gap. The ability to drill down into data trends and determine when and why a behavior is occurring provides the supervisor with an understanding of the agent's performance gaps. After identifying the reasons behind the gaps, the supervisor can move forward into coaching and developing action plans.

This is a highly-interactive session onsite at your location and exclusively for your employees. We will teach attendees to coach to your KPIs. We will provide classroom training followed by onsite mentoring to help attendees work better with their team members.

*Must meet pricing minimum

Availability:
Method: Instructor-Led
Duration: 2 Day(s)

Course Objectives:
After completing this course, a student will be able to:
- Recognize that intuition has a role in decision-making, but we need to go to the data to answer the questions: Why?, How?, What?
- Find out why digging below the surface of data reporting can help analyze root causes or confirm our guesses
- Become familiar with a standard process to determine the root cause of a behavioral gap
- Apply Data-Driven Decision Making by evaluating case studies

Target Audience:
Director, GM, Manager, Supervisor, Quality Coach, and Trainer

Course Prerequisites:
None

Course Outline:
Participants should expect the following business outcomes:

Net Promoter Score
- Identify the skills and behaviors impacting the customer experience through data analysis

Average Handle Time
- Identify the skills and behaviors impacting the customer experience through data analysis and observation
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After-Call Work
- Identify the behaviors and trends impacting schedule adherence through data analysis and observation

Close Rate
- Identify the behaviors and trends impacting the close rate through data analysis and observation