Sidekick
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Digital Ally for the Frontline Superhero

Achieving lasting success in the contact center hinges on frontline leadership, but they often lack adequate training, tools, and support to lead their teams.

Sidekick's got your back – accelerating supervisor performance with an intelligent system for coaching, recognition, review, and performance management.

Key Features & Benefits

- Structured, data-driven coaching and support platform geared specifically for supervisors and team leaders establishes standardized, agile team leader routines.

- Collaborative coaching, recognition, goal-setting, side-by-side, performance review, and call monitor workflows create strong, constructive bonds between agents and supervisors.

- Trend reports overlaid with support entries provide dynamic views of supervisor impact on performance per individual KPI or balanced score. See what's working and what's not!

- Real-time updates of "Touch Count", "Touch Rank", and "Touch Targets" ensure supervisor attention is informed, on pace, prioritized and applied where it's needed most.

- Supervisor journal logs and classifies all support interactions eliminating recollection and guess-work from the performance management process.

- Automated notification system for follow-ups, goal targets, gaps, and opportunities keeps supervisors on track and on schedule.

- Tips, guidance, and suggestions dynamically displayed within support workflows prompt and guide supervisors about best practices and techniques for effective coaching.

- Machine-learning enabled best practice modeling delivers explicit direction and guidance to supervisors to help them rapidly and intelligently develop work routines and habits consistent with top-performing peers.

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- Real-time updates
- Collaborative coaching
- Dynamically displayed tips and guidance
- Supervisor activity journal.
- Integrated performance analytics
- AND MORE!

Supervisors don't need more reports and distractions. Just like the greatest super heroes, they want support, insight, and guidance from an intelligent, reliable, and trusted partner – they need a **Sidekick.** Contact TouchPoint One to schedule a demo today.