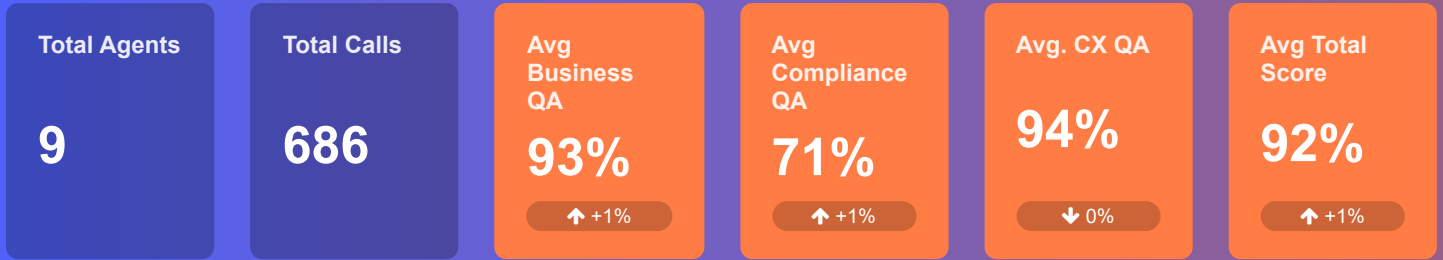


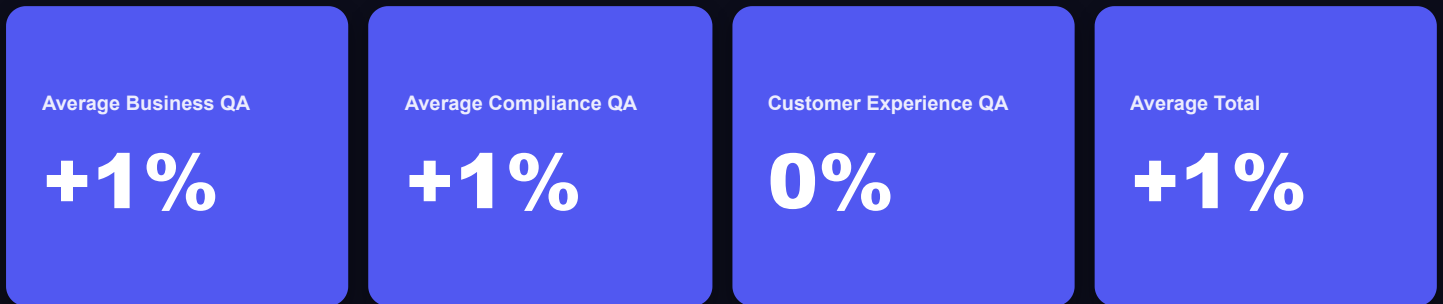
Team: **Team A**

Month: **Aug 2024**

EXECUTIVE SUMMARY



Performance Trend



Team Performance Stats

| Agent Name | Rank | Total Calls | Business QA % | Compliance QA % | Customer Exp. QA % | Total Score % | Trend | Rank Change |
|----------------------|------|-------------|---------------|-----------------|--------------------|---------------|-------|-------------|
| Muttiah Muralitharan | 1 | 55 | 99% | 87% | 99% | 98% | +1 | +5 |
| Brian Lara | 2 | 103 | 90% | 83% | 90% | 90% | -2 | -1 |
| Shane Warne | 3 | 153 | 87% | 71% | 87% | 85% | +1 | +1 |
| Anil Kumble | 4 | 104 | 94% | 74% | 94% | 92% | +1 | +1 |
| Virat Kohli | 5 | 72 | 94% | 78% | 95% | 93% | 0 | +2 |
| Ricky Ponting | 6 | 118 | 91% | 71% | 94% | 91% | -1 | -3 |

| Agent NAmE | Rank | Total Calls | Business QA % | Compliance QA % | Customer Exp. QA % | Total Score % | Trend | Rank Change |
|----------------|------|-------------|---------------|-----------------|--------------------|---------------|-------|-------------|
| Michael Clarke | 7 | 56 | 96% | 73% | 96% | 94% | -4 | -5 |
| Yuvraj Singh | 8 | 15 | 100% | 73% | 98% | 96% | +14 | 0 |
| Jacques Kallis | 9 | 10 | 90% | 30% | 95% | 86% | -2 | 0 |

Summary

Team A demonstrated a solid overall performance this month, with average total scores improving by 1% to 92%. Business QA and Compliance QA also saw modest gains of 1%, while Customer Experience QA remained steady at 94%. The workload distribution is fairly balanced, with call volumes ranging from 10 to 153 per agent. Notably, Muttiah Muralitharan leads the team with a 98% total score and a significant positive ranking change (+5), while Yuvraj Singh showed the largest positive trend (+14) despite a smaller call volume. Conversely, Michael Clarke experienced a notable decline (-4 trend, -5 ranking). The team shows consistent strengths in professionalism and communication, though some agents face challenges in compliance and verification.

Team Top Strengths

- Consistent professionalism and polite call closure across agents
- Strong empathy and rapport building with customers
- Clear communication with avoidance of jargon in most calls
- Efficient call flow and confident handling of inquiries
- Effective summarization and confirmation of next steps in many interactions

Area of Improvements

- Caller verification compliance remains inconsistent with multiple failures noted
- Summarization and confirmation of next steps need improvement for clarity and consistency
- Handling of complex calls involving claims, disputes, and complaints requires enhanced empathy and communication
- Reducing jargon and improving clarity in complex or technical calls
- Consistency in compliance QA and adherence to company policies across all agents

Observation

The team maintains strong customer experience scores and professionalism, reflecting effective rapport building and clear communication. Incremental improvements in compliance indicate progress but highlight ongoing gaps. Ranking shifts suggest emerging high performers and areas needing targeted support. Continued focus on verification and summarization will be critical to sustain quality and compliance.

HIGH-SCORING TOPICS

Billing & Payments

Policy Management

Customer Service Inquiries

Claim Status Updates

Payment Setup or Change

LOW-SCORING TOPICS

Claims & Incidents

Complaint Handling

Dispute Claim Outcome

Policy Cancellation

Caller Verification

Coaching Focus

| Skill Area | Action |
|--|---|
| Caller Verification Compliance, Summarization & Next Steps Communication | <ul style="list-style-type: none">• Conduct role-play scenarios emphasizing verification protocols and confirmation of caller identity.• Review recent calls with missed summarization to identify gaps and practice effective call closure techniques. |
| Empathy and Rapport Building in Complex and Complaint Calls, Communication Clarity and Jargon Reduction | <ul style="list-style-type: none">• Paired coaching sessions focusing on empathetic language, de-escalation techniques, and managing emotional callers.• Workshops on simplifying complex information and avoiding jargon to improve clarity and customer understanding. |

Recommendations

- Implement regular compliance drills and verification protocol refreshers to improve adherence and reduce failures.
- Establish peer review and paired coaching sessions to reinforce summarization skills and empathy in complex calls.
- Develop targeted workshops addressing jargon reduction and clarity in communication, especially for complex topics.
- Monitor call distribution to ensure balanced workloads and provide additional support to agents with declining trends.

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