

How To Coach ONCE and WIN

Our Hosts



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Agenda

- ▶ Poll
- ▶ The Problem
- ▶ The Solution
- ▶ Q&A

Let's Take A Poll

The Problem

Managers waste too much time re-coaching agents

We Surveyed **515** Contact Center Managers.

- 1 Partnered with Centiment to collect responses
- 2 Participants primary job was “to manage contact center agents that make or receive phone calls”
- 3 All responses came from U.S. contact centers

Here is what we learned...



45%

Of managers use call recordings to coach and re-coach their agents



4.2 Times

Managers report coaching agents **an average of 4.2 times** before they actually implement the new skill



75%

Managers spend **75% of their time** re-coaching their agents

The Solution

Real-time coaching



Real-Time Coaching

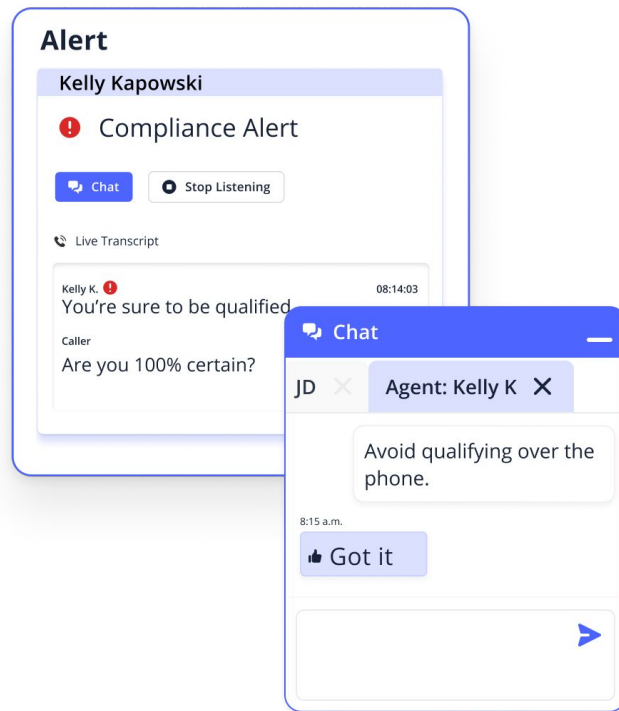
Never Miss Another Coachable Moment

Create alerts for key moments on calls.

Balto listens to calls and instantly alerts a manager when an agent needs coaching.

Listen in and coach agents through tough calls.

Send backup for calls at risk, proactively guide critical moments of a conversation, or congratulate agents for a job well done.



The Benefits Broken Down

Coaching In The Moment is More Impactful

Correct issues right then and there, before the call is lost.

Stop Listening To Call Recordings

No more sifting through old call recordings to find coachable moments.

Faster Onboarding Time

Get agents up to speed and productive faster.
Cut onboarding time in half.

Change Coaching Culture

No more calling out reps and pulling them into your office which hurts team morale. Improve retention.

Balto 

Schedule a Demo

**Click the link in the chat to schedule
your demo!**

Tim's Email:
tim@balto.ai

Jason's Email:
jason@CutterConsultingGroup.com

Website:
<https://www.balto.ai/demo-real-time-coaching>

Interested in an additional opportunity to hang
with Balto?

*Virtual Sip & Share Wine and Cheese Event on
March 24th at 5pm CST.*

Balto 



Check This Out!

Scalable Sales Success Checklist - Free Download
<https://www.cutterconsultinggroup.com/iceberg/>

Q&A