Agent Assurance Tool

Increase security and enhance insight into agent behaviors

DEFINE STANDARDS

MONITOR AND DETECT

ACHIEVE ASSURANCE

We are taking charge of the new normal. Superior service delivery continues uninterrupted through our proven Home Agent model; however, controls are prudent. Our AI technology assists us in monitoring for work avoidance and KPI manipulation using defined thresholds and algorithms.

Get the total picture.

CONCENTRIX™

Leveraging the Power of AI for Oversight

Identify and Alert

✓ Work avoidance | agent talk, hold and wrap time outliers

✓ Individual KPI outliers | average handle time, contacts per hour, adherence

✓ Survey manipulation | survey offer and return rate, email count, case closure

✓ Service Credit abuse | service credit overages in amount and frequency

✓ Hidden agent actions | surface potential red flags through factorial analysis

How does it work?

1 ACD and other data is automatically and securely transferred into the tool

2 Sophisticated AI uses pattern detection to identify outlier behaviors individually and in aggregate

3 The tool automatically send an output list of High Risk Agents who are flagged for potential issues

4 Operations and Quality team further investigates the high risk flagged employees

A

B

C

D

AI Tool

12/1/20

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