8x8, Inc.

Tips for Improving Customer AND Employee Retention
with Barge-Monitor-Whisper

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Agenda

- Employee Retention as Business Priority
- 4 Tips
- Use Cases
- How Barge-Monitor-Whisper Works

Employee Retention as Business Priority

Companies that invest in employees **outperform** those that don't[1]

30-50 % of annual salary it costs to replace entry-level employees[2]

$15 - $25K Cost to replace each entry-level employee making $50K[2]

Amongst top business priorities in 2015 & 2016[3] **Workforce ranks #3**

Sources:
1 – http://www.forbes.com/sites/blakemorgan/2015/03/04/happy-employees-equals-happy-customers/2/
2 – http://www.eremedia.com/tlnt/what-was-leadership-thinking-the-shockingly-high-cost-of-employee-turnover/
3 – Gartner 2015 CEO Survey: http://www.gartner.com/newsroom/id/3033618

4 Tips for Improving Customer and Employee Retention

1) Analyze for Gaps and Opportunities

2) Monitor for Quality and Training Opportunities

3) Invest in Training & Hands-on Coaching

4) Iterate!

1. Analyze for Gaps and Opportunities

Using historical communications analysis…

- Pinpoint productivity or efficiency trends
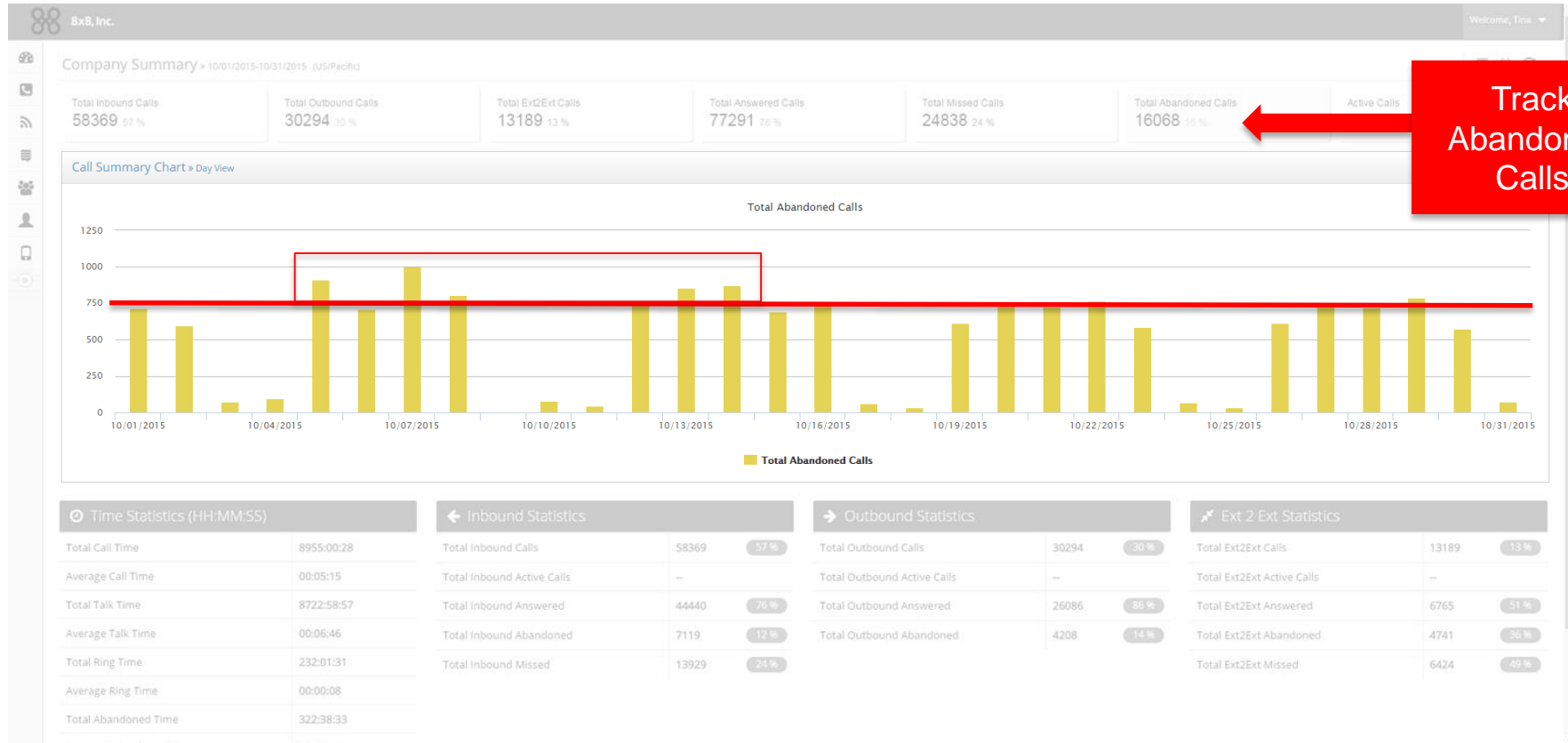- Identify previously untapped opportunities

Using real-time analysis…

- Flag productivity or efficiency gaps on the fly

Analysis to Drive Action. It's About Solving Business Problems

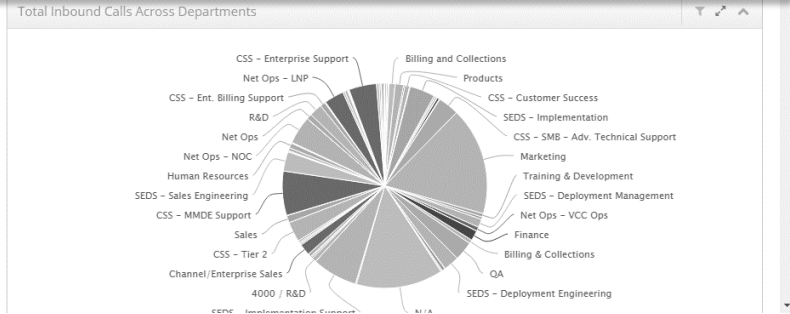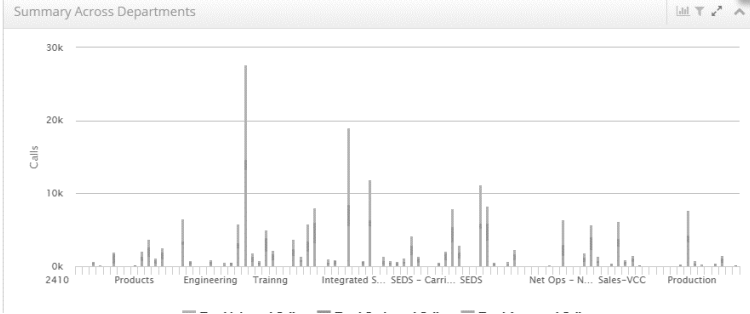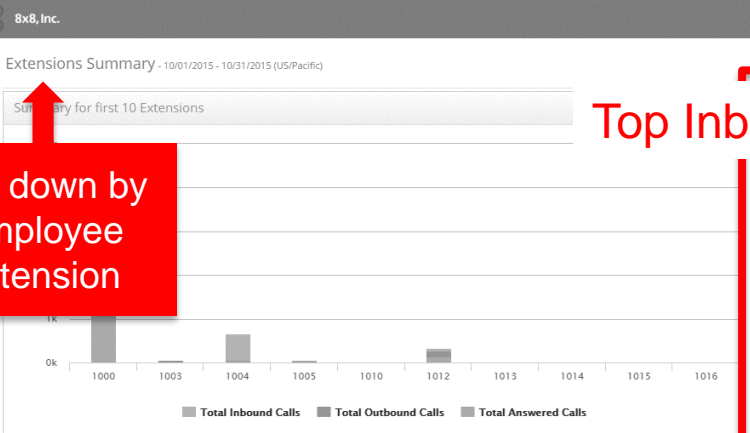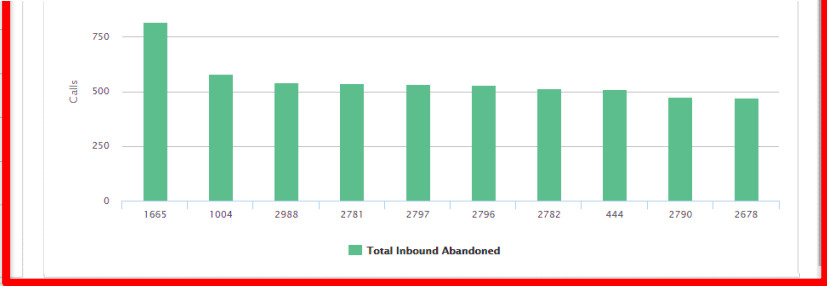# Use Case: Pinpoint productivity or efficiency gaps

Track Abandoned Calls

Use Case: Pinpoint productivity or efficiency gaps
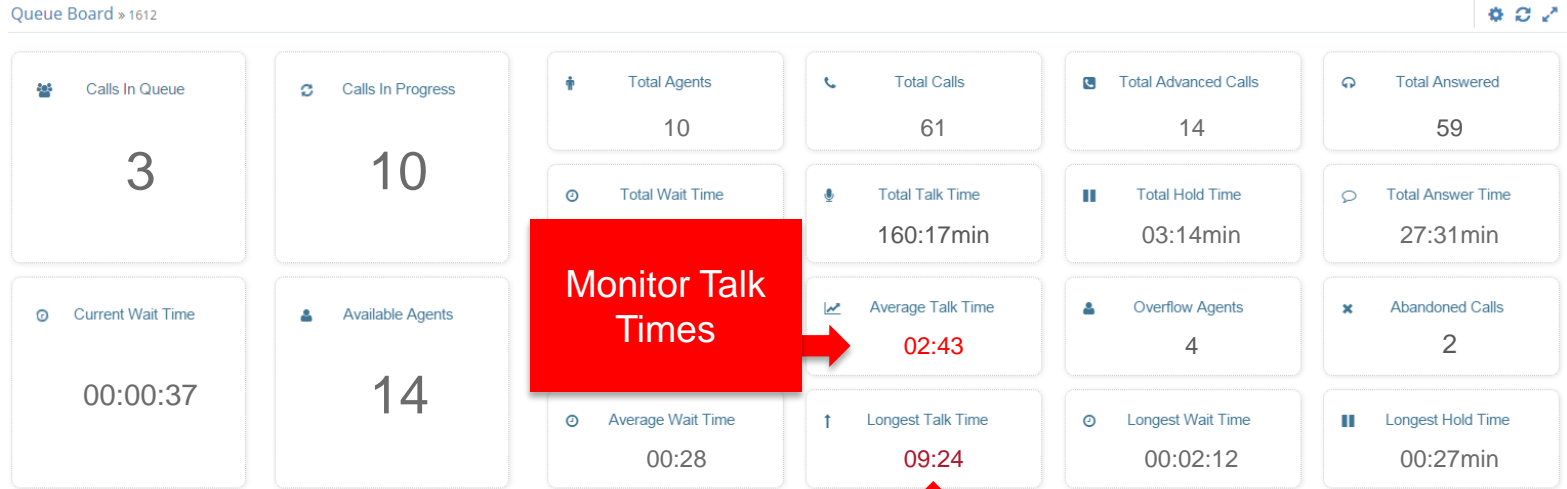

Drill down by Employee extension

Top Inbound Abandoned Calls by Extension

Have visibility into KPIs and drill-down to take action

Use Case: Pinpoint Productivity or Efficiency Gaps

With Real-time Queue Board

Queue Board » 1612

Calls In Queue 3	**Calls In Progress** 10	

Total Agents 10	Total Calls 61	Total Advanced Calls 14	Total Answered 59
Total Wait Time	Total Talk Time 160:17min	Total Hold Time 03:14min	Total Answer Time 27:31min

Current Wait Time 00:00:37	**Available Agents** 14

Monitor Talk Times

Average Talk Time 02:43	Overflow Agents 4	Abandoned Calls 2
Average Wait Time 00:28	Longest Talk Time 09:24	Longest Wait Time 00:02:12	Longest Hold Time 00:27min

Pinpoint opportunities to improve

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2. Monitor for Quality and Training Opportunities

- Help ensure staff have quality interactions with customers
- Monitor for training opportunities
- Silently monitor with 8x8 Barge-Monitor-Whisper

- Press *22 or BA
- Press Dial or Call
- At prompt, enter extension # to monitor
- May be prompted to enter voicemail password as access code (configurable)

3. Invest in Training & Hands-on Coaching

- Prioritize training plan based on Analytics and monitoring sessions
- Conduct Whisper-coaching sessions
- Mock-up customer interactions and give live feedback with Barge feature

- Press *9 or *W to Whisper-coach someone you are monitoring
- Press *5 or *J to Barge
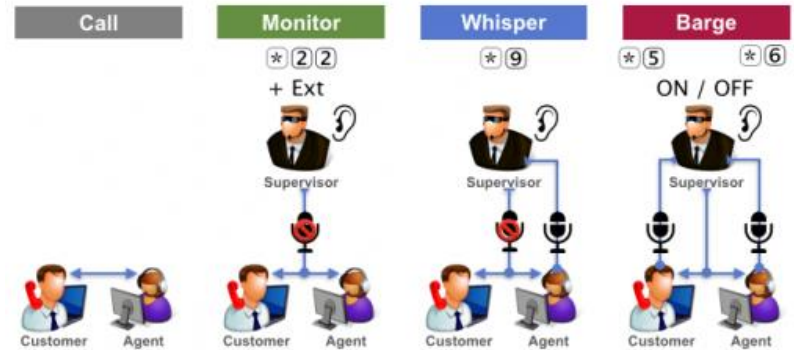- Press *6 or *M to revert to silent monitoring

4. Iterate!

- Routinely track Analytics and monitor sessions
- Update for new service offerings and procedures
- Practice continuous improvement

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Barge-Monitor-Whisper – How it Works

- Works on Virtual Office desktop clients (softphone), mobile apps and deskphones

- *22 or *BA followed by the extension you want to silently Monitor

- *9 or *W to Whisper from monitor

- *5 or *J to Barge from monitor

- *6 or *M to revert to silent monitoring

- *23 for Barge in Directly for instant conference (no need to Monitor first)

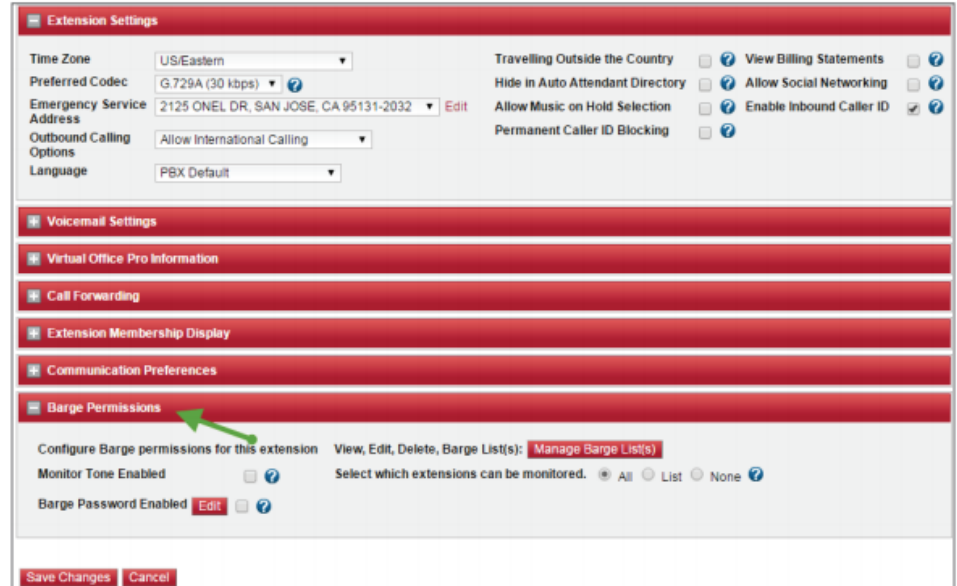| Call	Monitor	Whisper	Barge
	*22 + Ext	*9	*5 *6 ON / OFF
	Supervisor	Supervisor	Supervisor
Customer Agent	Customer Agent	Customer Agent	Customer Agent

Checking Statuses of Extensions to Monitor

- Use Virtual Office desktop clients and mobile apps to check Presence (Busy status)

- Use Switchboard to observe Presence (Busy status)

- Use Virtual Office Analytics to observe Presence (Busy status)

- Use BLF Keys to observe Busy status on Polycom IP Phone
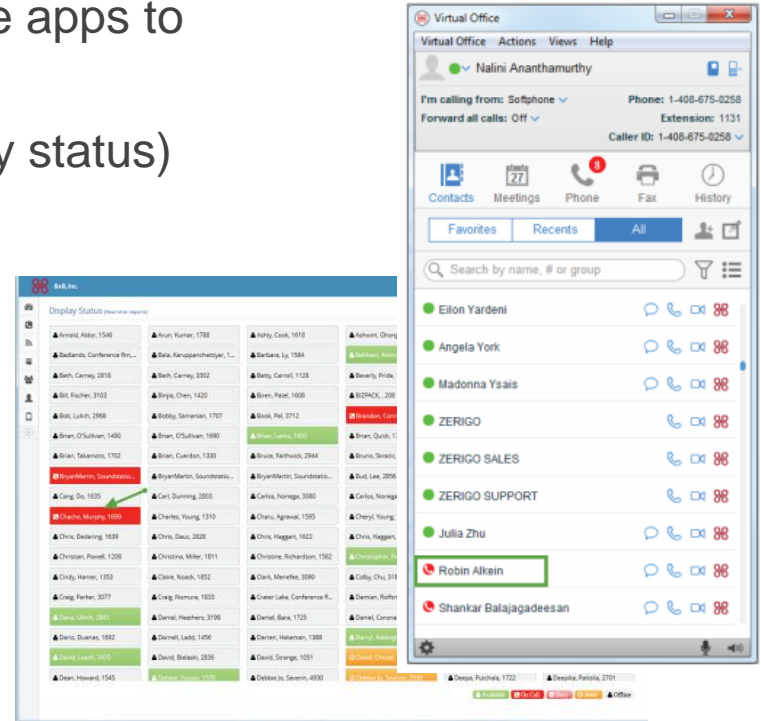
Barge-Monitor-Whisper: How to Configure

1. Log in to Account Manager.

2. Navigate to Phone System.

3. Click View Extensions.

4. Select the extension you need to change barge permissions for.

5. Click Edit to view the extension settings.

6. Click to expand Barge Permissions tab.

(Optional) Create a White List of extensions

Questions?

Contact your 8x8 Account Manager
or call 1-866-913-2413

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