



Supervisor Assessment

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Quality

Root Cause Analysis – Accuracy and AHT

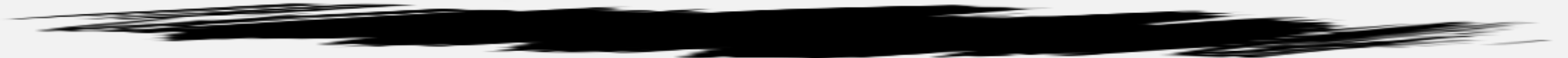
- Knowledge Gaps regarding specific policies
- Agents may be assuming answers on certain jobs during moderation without properly checking and adhering to the policy (Hardline Policy).
- Lack of attention during moderation.
- Excessive distractions and parallel conversations causing delays in job moderation.

Date	Rep	tickets	Errors	Score
week 1	29	10	6	57.50%
week 1	22	10	5	50.00%
week 1	23	10	6	40.00%
week 1	12	17	17	0.00%
week 1	13	10	3	0.00%
week 2	13	10	5	55.00%
week 2	22	10	6	55.00%
week 2	10	10	6	53.33%
week 2	9	10	8	31.67%

Rep	Week	AHT
37	week 1	222.39
28	week 1	191.80
35	week 1	165.28
36	week 1	149.01
16	week 1	144.60
5	week 1	136.33
38	week 1	135.68
14	week 1	132.71
26	week 2	162.56
28	week 2	137.02

Quality Action Plan

- Conduct individual coaching sessions with each agent to identify if there are knowledge gaps regarding specific policies and/or lack of attention during moderation.
- If both issues are identified, discuss strategies to enhance understanding of moderation policies and address potential distractions that affect negatively impacting the agent's attention and productivity (AHT).
- Establish specific and measurable goals for each agent, aiming for a 5% improvement in Accuracy within 3 weeks.
- Provide continuous support and feedback to each agent throughout the designated period, including guidance from QA's.



Absenteeism Action Plan

Team A

- Organize meetings with agents who are experiencing absenteeism issues. Investigate the causes and offer necessary assistance or resources. Address the issue of frequent medical leave requests and seek possible solutions or adjustments.
- For agents without documentation, discuss with the first agent the reason for the absence and, if necessary, request that they submit the documentation as soon as possible. Otherwise, establish clear expectations to prevent this situation from recurring.
- Regarding the second agent, demonstrate empathy for the situation and, if possible, develop a flexible schedule to accommodate the unexpected, minimizing the emotional impact on the agent.



Absenteeism Action Plan

Team B

- Schedule individual meetings with the five agents facing absenteeism issues. Identify the reasons behind their study-related absences and explore options for flexible work schedules that accommodate their study hours. Establish clear expectations for agents to commit to attendance and maintain good performance, balancing work and studies effectively.
- For the other agents, investigate the reasons for their frequent absences and, if possible, utilize the same strategy of flexible scheduling to address their medical needs. Encourage them to utilize company resources such as psychological support and emphasize the importance of attendance, highlighting the impact of absences not only on themselves but also on the entire team.



Adherence

Action Plan

- Conduct a meeting with all agents to communicate that it is not permissible to take breaks and lunch simultaneously, emphasizing the importance of adhering to the workforce's predetermined alignment to improve team adherence. Set clear expectations for all agents to follow their schedules as displayed on the Mytp platform starting immediately.
- Encourage agents to utilize their well-being time for restroom breaks, allowing them to return to their stations at the designated time and use their auxiliaries for any needs that may arise, thus not compromising their break and lunch schedules or production hours.

