Add Auto save when clicking off of any page.

Coaching Opportunities

Design a page that will allow Top-down outlier management focused on KPIs, metrics and Quality. The page will allow a coach to drill down into their team to find coaching opportunities. Landing page will have an Overview of the company then allow filtering by location, manager, supervisor. The idea is to focus on behaviors that impact KPIs with the highest impact as the recommended coaching.

There are several data points that will need to be integrated drilled down to the agent level.

* Customer Satisfaction surveys:
* Agent tenure:
* Number of Coaching sessions: (Coaching received and Coaching provided for supervisors and above)
* Quality assurance data: (Score, Mistreats)
* Call Type (Call disposition)

Allow toggling between Behavior and KPI but make sure they are tied together.

KPIs that we use:

NPS, CSAT, NRS, AHT, FCR