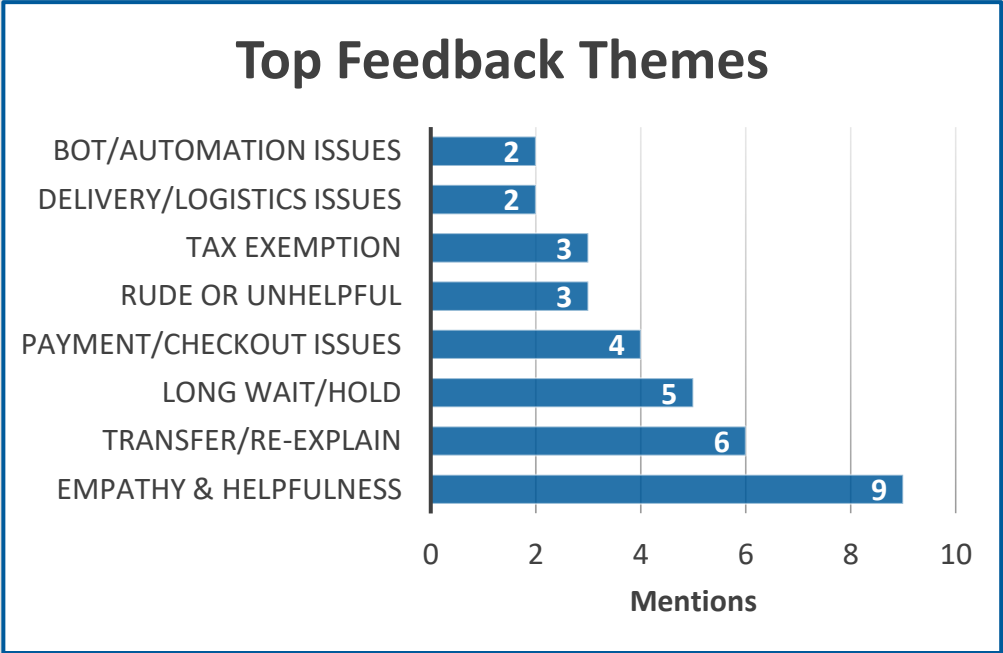
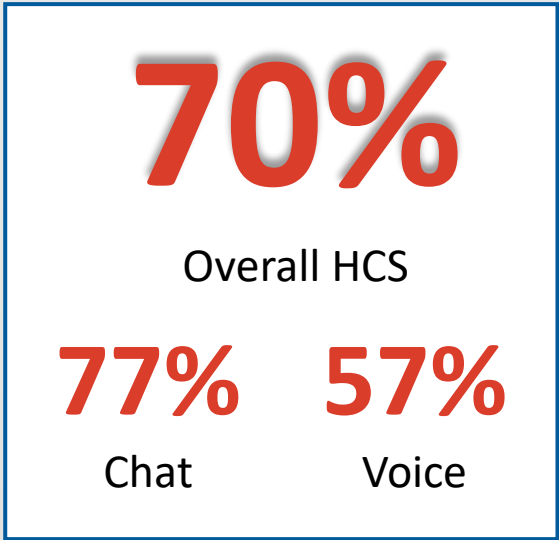
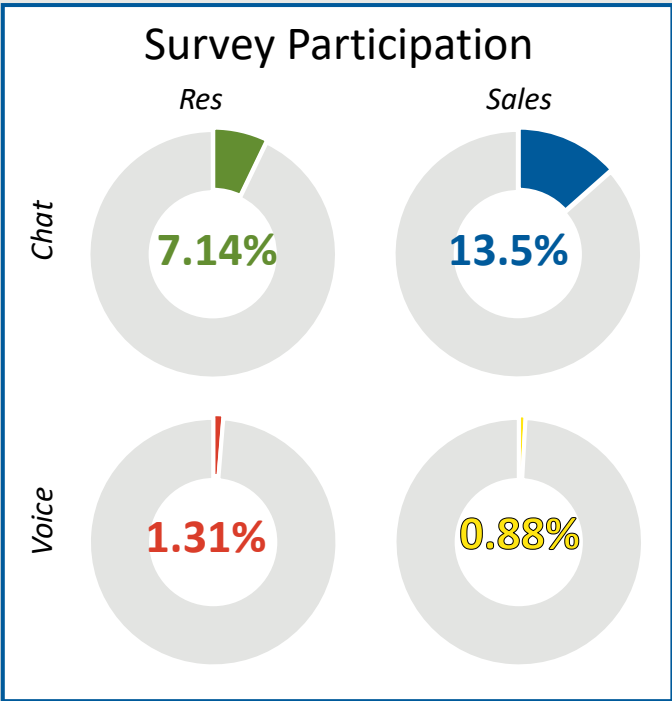


Happy Customer Score Dashboard – Week 49



- Chat is significantly stronger than voice in all three areas.
- Resolutions is slightly stronger in all three.
- Voice sales is the clear weak point in aptitude.
- Knowledge correlates most strongly with HCS ($r=0.899$), followed by Manner ($r=0.822$).

3.85
Knowledge

4.05
Manners

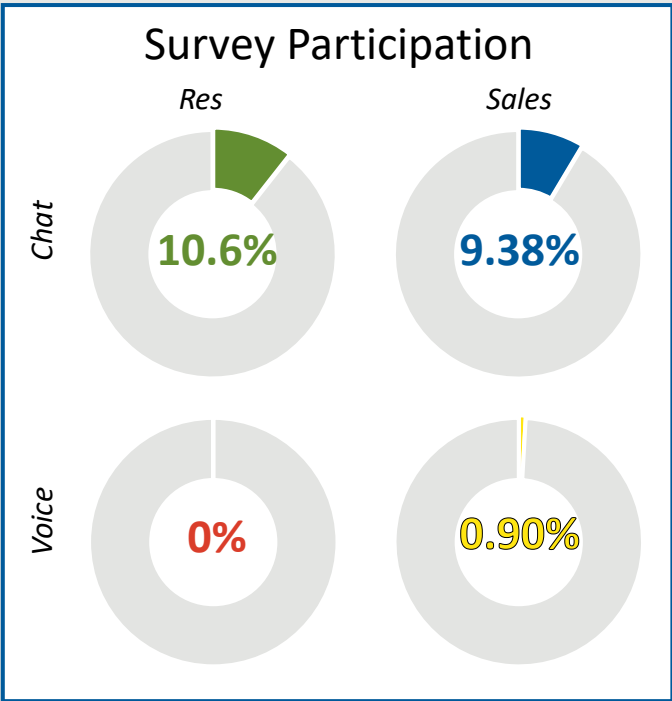
3.70
Trust

	# Surveys	HCS
Agent 1	4	100
Agent 2	1	100
Agent 3	1	100
Agent 4	1	100
Agent 5	1	100
Agent 6	1	100
Agent 7	4	50
Agent 8	2	50
Agent 9	2	50
Agent 10	2	50
Agent 11	2	50

Key Actions for Coworker Coaching:

1. Identify outliers in hold time and review interactions
2. Amplify what is working well (helpfulness and empathy)
3. Coach coworkers to provide more clear summaries before a transfer and include/review notes
4. Focus on voice interactions for feedback.

Happy Customer Score Dashboard – Week 50

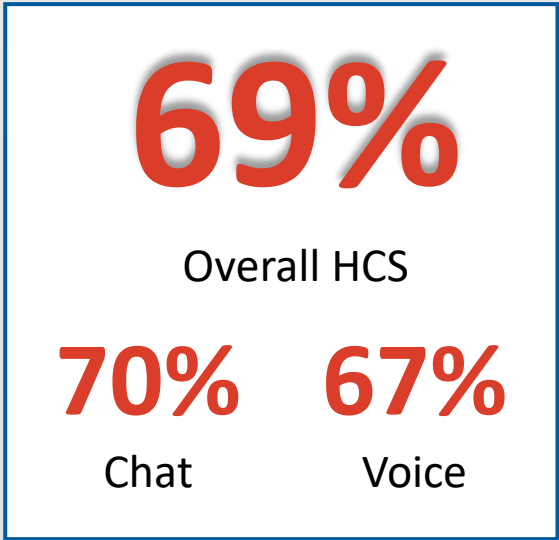


- While we only had 3 voice interactions, these rated higher overall in **k&m**
- Low **trust** in voice related to policy complaints
- Low **trust** in chat related to having to repeat information
- Customers value **trust** more than **k&m**

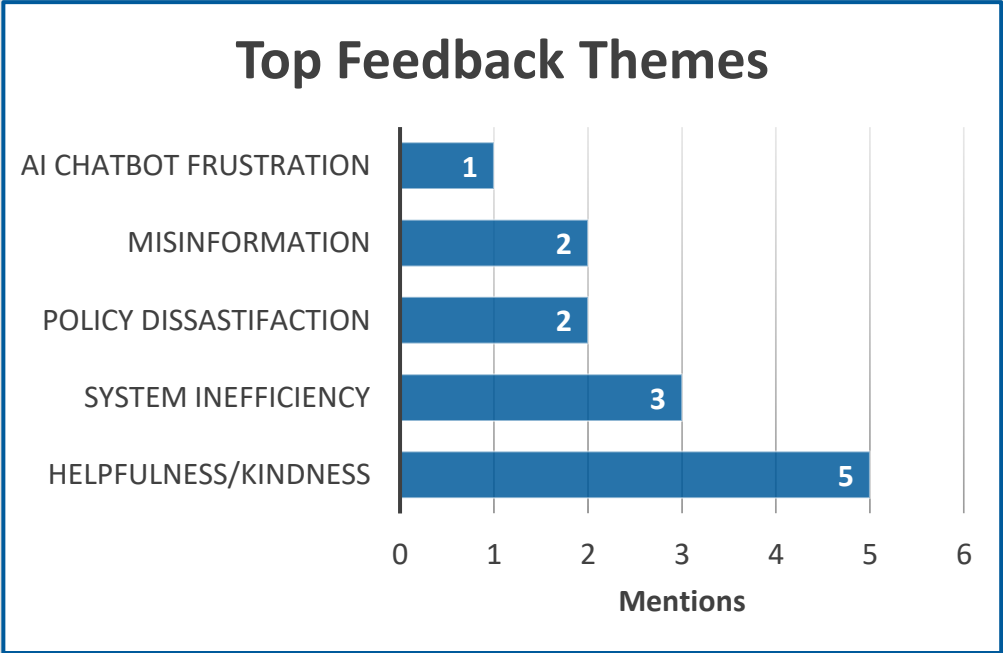
4.23
Knowledge

4.62
Manners

4.00
Trust



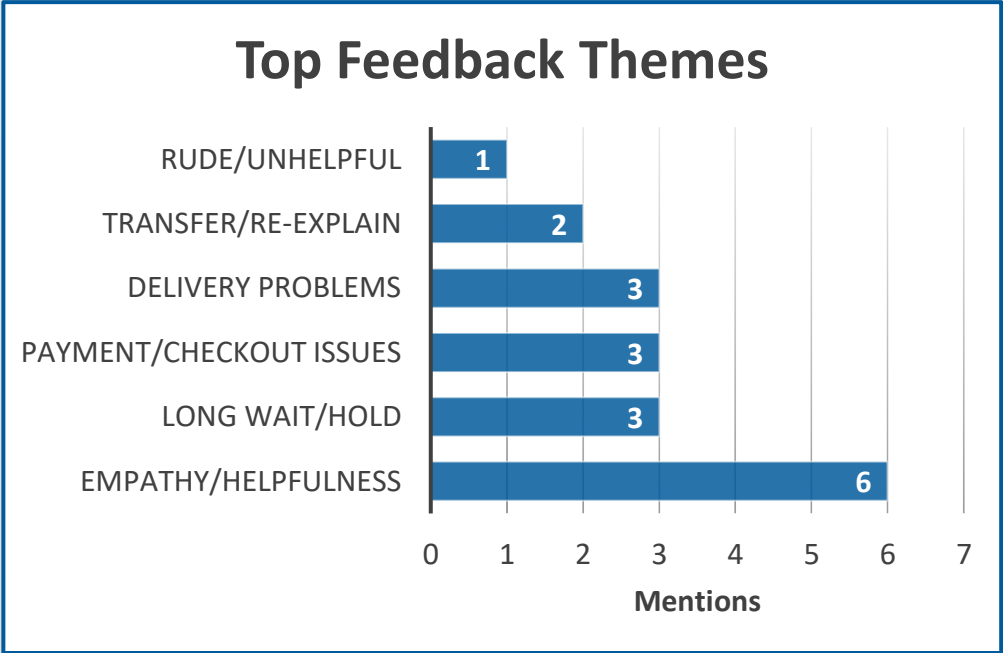
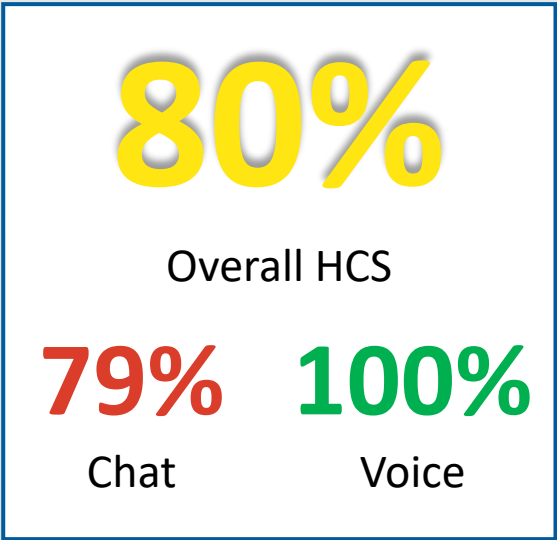
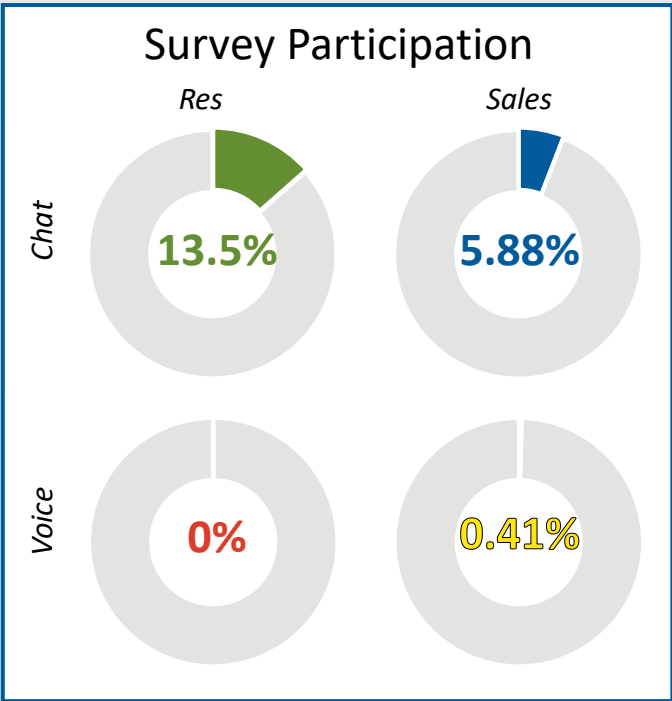
	# Surveys	HCS
Agent 1	1	100
Agent 2	2	100
Agent 3	1	100
Agent 4	1	100
Agent 5	1	100
Agent 6	1	100
Agent 7	2	50
Agent 8	2	50
Agent 9	1	0
Agent 10	1	0



Key Actions for Coworker Coaching:

- Highlight positive drivers: knowledge, kindness, efficiency
- Role play using positive language, adopting a friendly tone, being empathetic, and discussing active promotions
- Reinforce use of knowledgebase to ensure consistency and accuracy of information
- Discuss verbatims in 1:1s
- Coach to no/low hold time and AHT < 16m

Happy Customer Score Dashboard – Week 51



- Customers rated us a 1 in KMT in all situations where we got a 0 HCS overall
- Sales chat rated all 5s in KMT
- We only had 1 survey for voice (sales), which was rated 3,5,2 in KMT

4.07
Knowledge

4.50
Manners

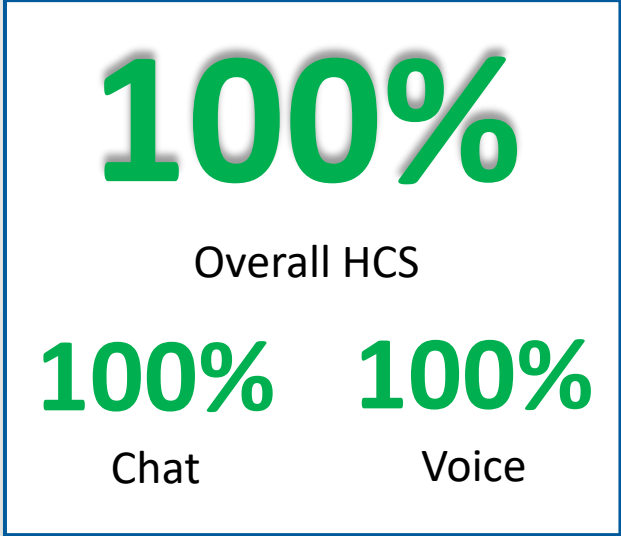
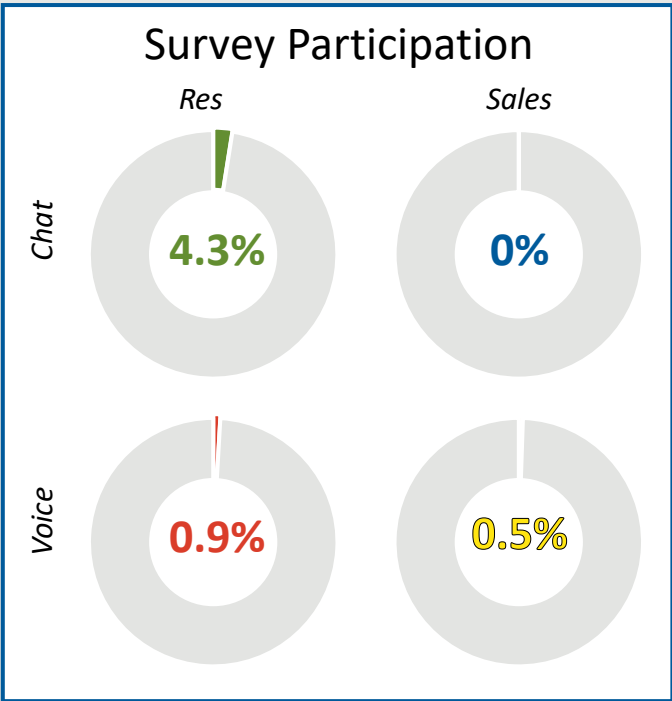
3.93
Trust

	# Surveys	HCS
Agent 1	3	100
Agent 2	3	100
Agent 3	1	100
Agent 4	1	100
Agent 5	4	75
Agent 6	2	50
Agent 7	1	0

Key Actions for Coworker Coaching:

- Strengthen behaviors that matter the most: empathy, knowledge of policies, and explaining instead of using “hold”
- Keep holds under 80-90s and chat AHT around 20 min
- Create a troubleshooting flow for payment issues
- Recognize positive progress (Agent 1, Agent 3) and consistent top performers (Agent 2, Agent 4)

Happy Customer Score Dashboard – Week 52



	# Surveys	HCS
Agent 1	3	100
Agent 2	1	100
Agent 3	1	100

- Chat received all 5s in KMT, continues to perform strong
- Teams showing strong product/process knowledge and excellent manner
- Trust was our only opportunity

5.00

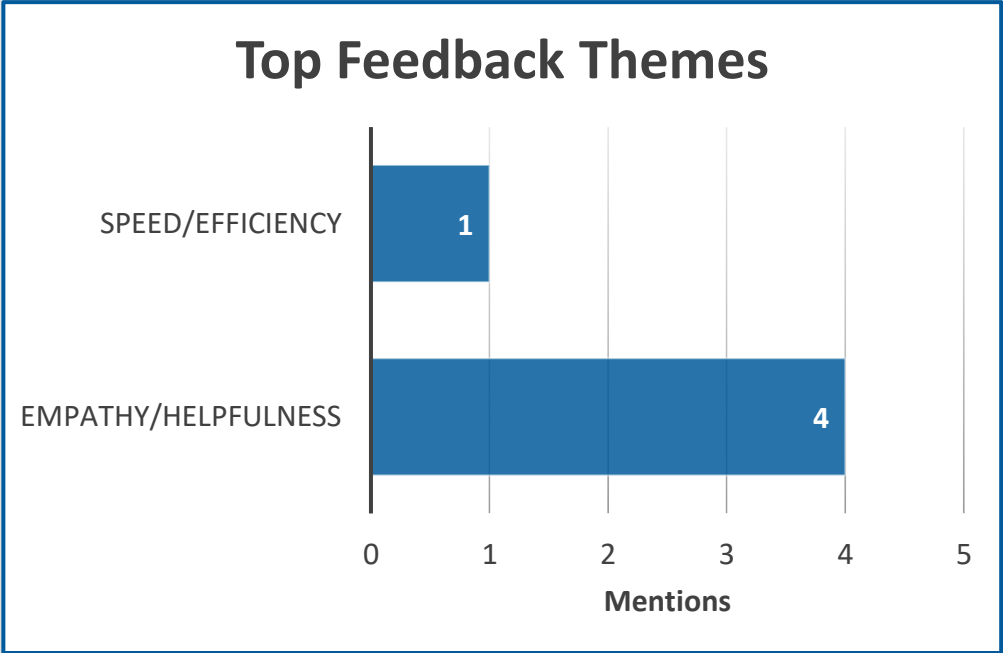
Knowledge

5.00

Manners

4.60

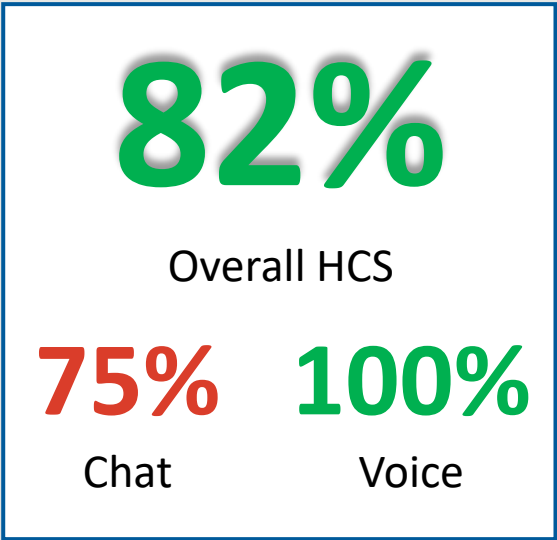
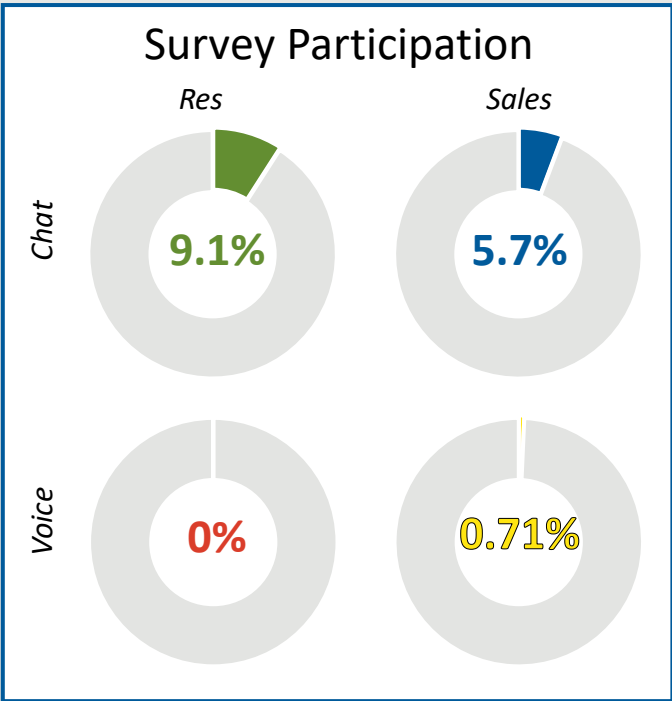
Trust



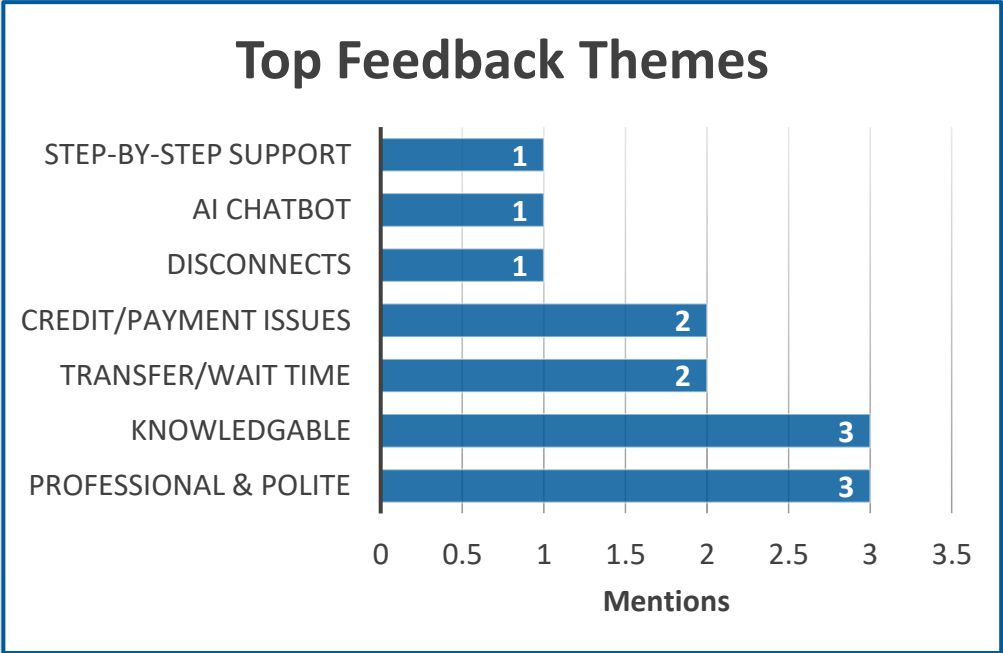
Key Actions for Coworker Coaching:

- Low sample size & low volume, follow prior week’s coaching notes
- Chat handle time is trending higher than the norm, focus on lowering it to around 15m
- Voice continues to have high hold times on average (median hold is 0, so this is a coworker-specific issue)

Happy Customer Score Dashboard – Week 1/53



	# Surveys	HCS
Agent 1	2	100
Agent 2	2	100
Agent 3	1	100
Agent 4	1	100
Agent 5	1	100
Agent 6	2	50
Agent 7	2	50



- Trust continues to have the strongest influence on HCS
- Voice rated higher overall in KMT
- Resolutions rated higher overall in KMT
- This marked the first week of dedicated Res coworkers

4.50
Knowledge

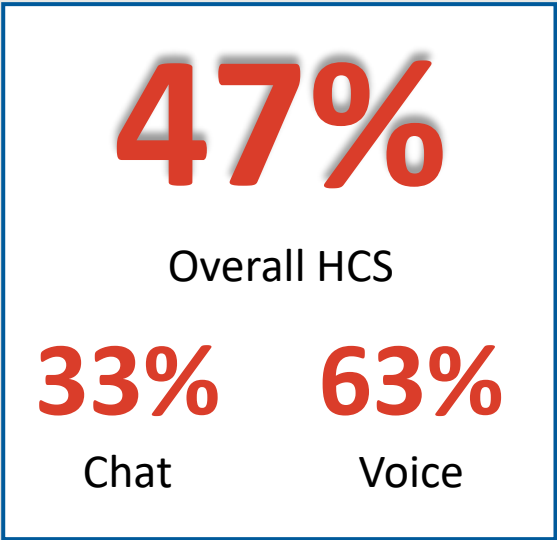
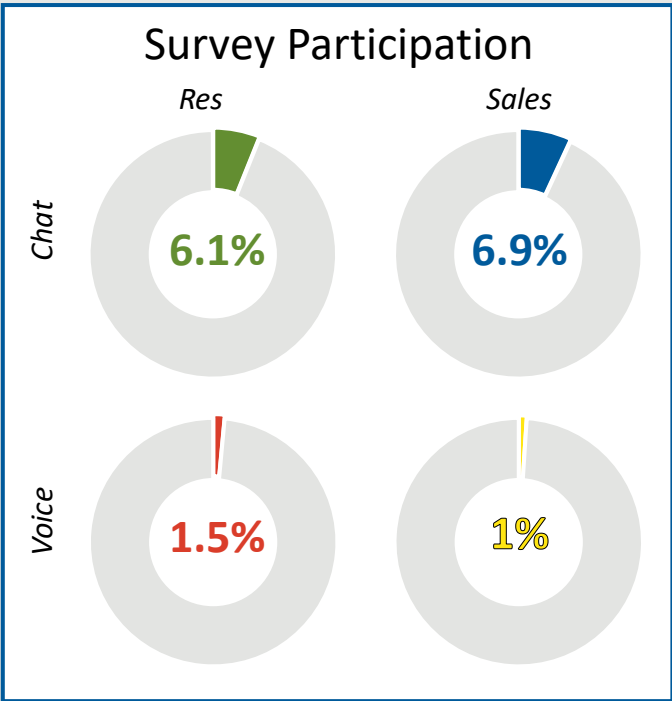
4.67
Manners

4.33
Trust

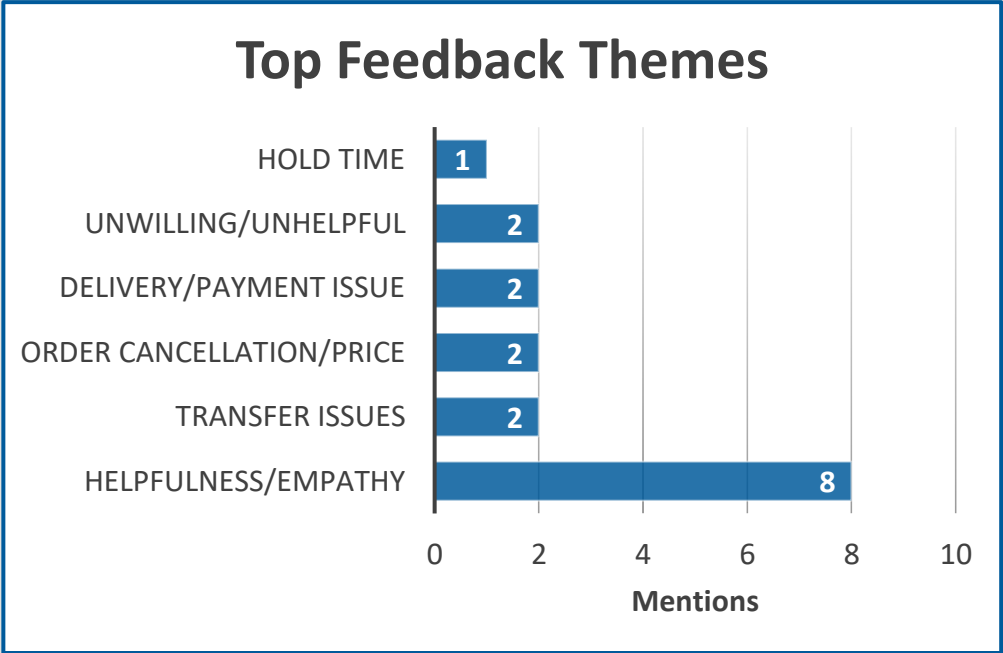
Key Actions for Coworker Coaching:

- Own the handoff & set expectations for transfers (full recap and leave notes)
- Enhance chat canned responses to include step-by-step processes rather than general information (i.e. How to create an account) & encourage coworkers to use it
- Walk through troubleshooting steps for checkout issues

Happy Customer Score Dashboard – Week 2



	# Surveys	HCS
Agent 1	1	100
Agent 2	1	100
Agent 3	3	66.7
Agent 4	2	50
Agent 5	2	50
Agent 6	3	33.3
Agent 7	4	25
Agent 8	1	0



- Voice performed better than chat in KMT
- Sales performed better than Res in KMT
- Trust continues to be an opportunity, likely related to transfers, process confusion, and customer-perceived unwillingness

3.71

Knowledge

3.59

Manners

3.12

Trust

Key Actions for Coworker Coaching:

1.

Establish a specific script for placing customers on hold to give customers clear expectations

2.

Focus on mastering resolutions options and processes

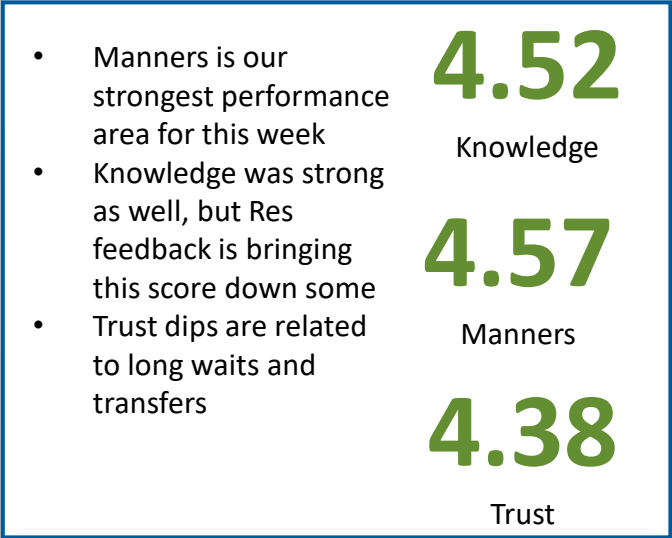
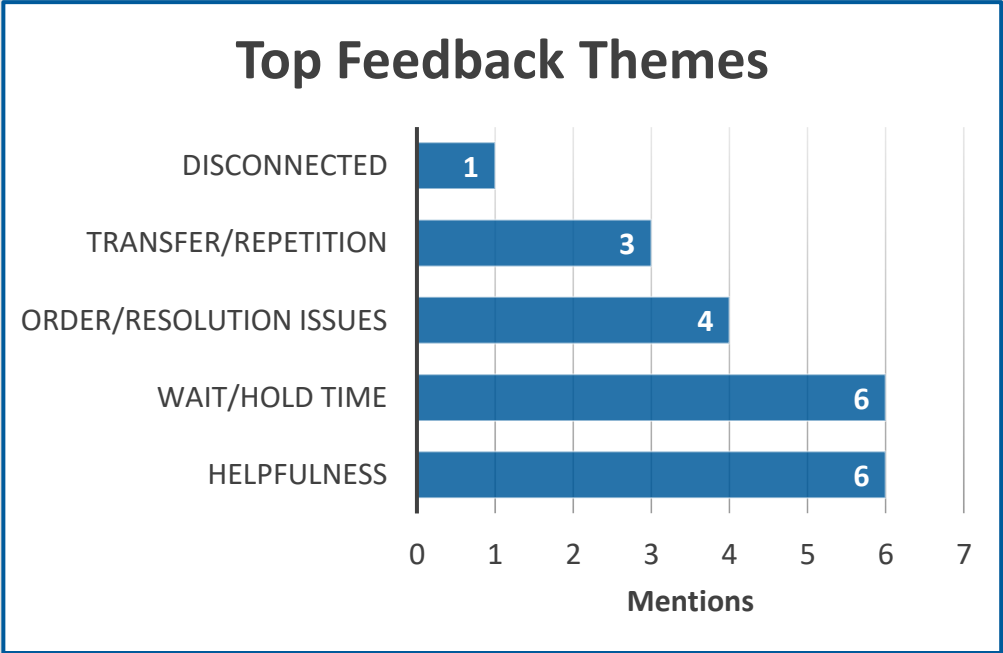
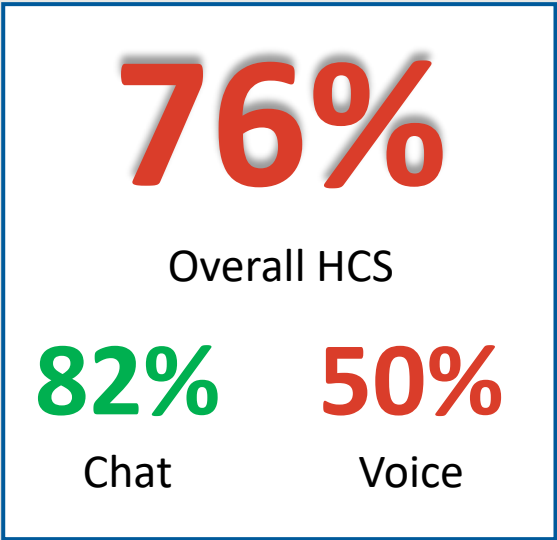
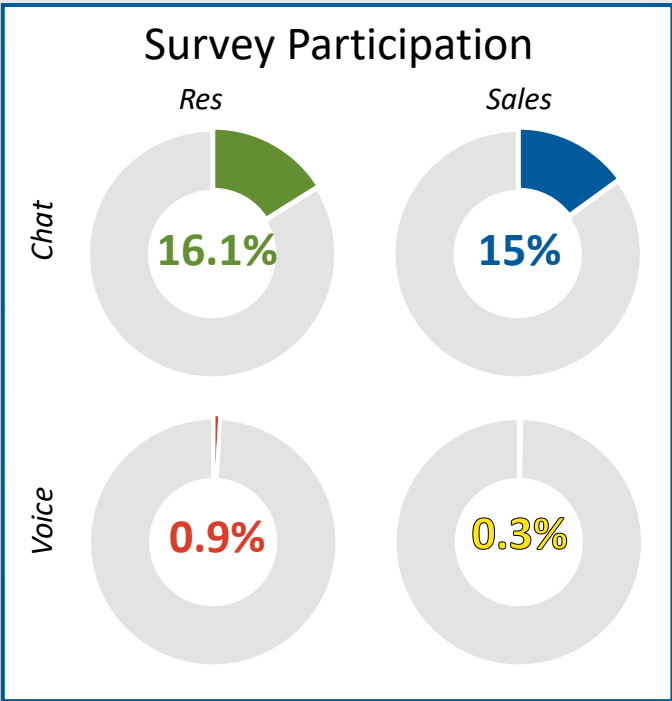
3.

Review chats for long waits between messages

4.

Spend time in team meetings discussing empathy (opportunities & examples)

Happy Customer Score Dashboard – Week 3



	# Surveys	HCS
Agent 1	2	100
Agent 2	1	100
Agent 3	1	100
Agent 4	1	100
Agent 5	1	100
Agent 6	1	100
Agent 7	5	80
Agent 8	6	66.67
Agent 9	2	50
Agent 10	1	0

Key Actions for Coworker Coaching:

- Coach agents to immediately assure transferred customers that then can see previous chat info or notes
- Strengthen resolutions knowledge
- Reinforce trust-building language (empathy, ownership, explanation)
- When juggling multiple chats, have coworkers provide regular updates to customer