

AGENT PRODUCTIVITY CHECKLIST



TRAINING & DEVELOPMENT PROCESS EFFICIENCY

- Have you provided comprehensive training to new agents, covering product knowledge, customer service skills, and relevant tools and systems?
- Do you have ongoing training programs to keep agents updated with new processes, technologies, and industry best practices?
- Are there opportunities for agents to enhance their skills through workshops, webinars, or certifications?



COMMUNICATION

- Is there clear and open communication between agents, supervisors, and other departments?
- Do agents have access to real-time communication channels (such as chat or messaging platforms) to collaborate and seek assistance when needed?
- Are there regular team meetings, huddles, or one-on-one sessions to address concerns, provide feedback, and foster a supportive work environment?



TECHNOLOGY & TOOLS

- Are your agents equipped with modern contact center software that streamlines workflows, integrates with CRMs & automates repetitive tasks like **manual post call notes**?
- Do agents have access to a knowledge base or a centralized repository of information to quickly find answers and resolve customer queries?
- Are you leveraging artificial intelligence (AI) tools (**real-time agent guidance & agent coaching**, QA/QM automation & call summarization to maximize agents' outcomes, win rates and overall efficiency)?

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PERFORMANCE TRACKING & METRICS

- Do you have a robust performance tracking system in place to monitor key metrics, such as average handle time, first call resolution rate, customer satisfaction scores, and agent adherence to schedules?
- Are agents provided with regular performance feedback and coaching sessions to identify strengths, address weaknesses, and set goals for improvement?
- Are performance metrics shared with agents transparently, fostering a sense of accountability and healthy competition?



EMPLOYEE ENGAGEMENT & WELL-BEING

- Are you actively promoting a positive work environment that values agent well-being, job satisfaction, and work-life balance?
- Do agents have access to resources for stress management, such as wellness programs, counseling services, or flexible scheduling options?
- Are you recognizing and rewarding high-performing agents to boost motivation and job satisfaction?

HOW DOES YOUR CONTACT CENTER STACK UP?

Strength Areas:

Immediate Improvement Needs:

Learn how Acqueon's advanced campaign manager, real-time agent guidance & coaching plus AI-powered Call Summarization supercharges agent productivity.

Start Maximizing Agent Productivity for BIG Revenue Outcomes.