

Agent Assure

Solve your remote agents' connectivity and quality issues faster

Agent Assure reduces handling time of network issues for your remote working call center agents by providing a self service, self guided network testing solution.



What should you look for in a digital experience monitoring solution for your remote agent?

Accurate

Call center agents working from home require a network connection that can handle real time calling over the internet. This is different in nature from activities such as reading emails or sharing documents.

Simple

Results are simple to read and understand so your agents can identify issues they may have. A single quality score will give a clear indication of the agent's ability to conduct calls from their remote location.

Actionable

The tool not only identifies quality issues, but also provides actionable solutions. These insights allow the agent to resolve the issue themselves, without the need to burden IT support teams.

Introducing Agent Assure - your remote agents' network quality assistant

Agent Assure is a new tool that helps your call center managers and IT support teams troubleshoot internet connectivity and call quality issues for work-from-home agents. With Agent Assure, your agents can easily run a test locally on their machines to identify any potential issues within their home networks.

The testing process is simple: Agents can start the test by clicking on a link in an auto-generated email invite from your IT support team.

The best thing? The tests are quick and easy to repeat, with the results available to both your agents and IT support team. This speeds up testing and access to results, reducing average handling times and mean time to resolution, ultimately increasing customer satisfaction.

Architecture Components

Our Agent Assure support tool is built on three main components:



Frontend

The Frontend is what the users/agents see and interact with. It operates on the user's network, connecting to the cloud, conducting tests focused on agent call quality and then saves the results to the Dashboard.



Rules Engine

A smart machine learning based algorithmic and rules engine determine the quality score and offer suggestions and solutions to improve call quality.

The Frontend shows your agent the results directly from the rules engine offering a self service approach to troubleshooting issues.



Dashboard

The Dashboard is where your support team can follow up and analyze network tests conducted in the Agent Assure tool by your call center agents.

Guiding Principles

To make our Agent Assure solution as simple and as effective as possible, we've designed it to operate on a few important principles:

No installation needed

Our Agent Assure solution can run from virtually any modern web browser, on desktop and mobile. Simply send an agent an invite email and they can open the link from any web browser to run a test.

Low friction

You won't need to ask an agent to do anything besides run a network test. The tests are all conducted from a single place and are automatically collected and analyzed in a way that makes it easily accessible to your support team.

Actionable

The test results show your agents their quality score immediately, along with suggested actions to improve the quality score where applicable.

Agent Assure identifies the root causes of the problems affecting the connectivity and quality of your agent's calls and assists them in solving them.

Developed by experts

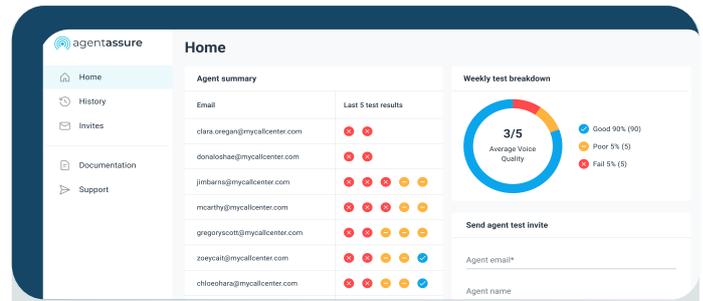
Agent Assure was designed and developed with the help of our clients to fit their needs. Dealing with network issues of end users is challenging, so Agent Assure's main goal is to assist support and IT teams with this problem.

The end result? A simple, elegant and accurate testing tool.

Try out Agent Assure today

- Reduce the time it takes to handle the information needed to solve quality and connectivity issues for your remote agents and employees.
- Increase user satisfaction by making a better first impression when things go awry.
- Empower your agents to conduct their own self service network issues diagnosis.

Getting your organization up and running requires no changes in your own infrastructure and no additional effort from your agents.



What does Agent Assure include?



Simple, fluid UI

Simple to read and navigate for your agents.



All-in-one

Single network testing tool, encompassing everything you will need to assist your agent.



Rules Engine

Machine learning based quality score, coupled with a rules engine that identifies the agent's root causes to suggest actionable solutions.



Support Dashboard

Review test results individually or search, filter and aggregate them by any of the data points collected.



Zero Installation

No need to install any program, process, application, add-on or extension on your remote agent's devices or in your own corporate network.



Hassle-free onboarding

Sign up and try the tool immediately, without the need for complicated onboarding or configuration processes.