ReDat
Recording

ReDat Coaching

Quality Management module for interaction between supervisors and agents

ReDat Coaching is a software module designed exclusively as an extension of ReDat eXperience. It was developed at the request of the contact centres´ operators. It helps to make the communication between supervisors and agents easier. The system is based on the principle of inserting notes (short messages) into calls directly in the player. At the same time, a group of people is defined to whom, according to the authorization, the relevant notes are displayed with the possibility to respond to them.

ReDat Recording Systems, provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

MODULE CONFIGURATION

ReDat Coaching is a licensed product and uses a standard interface of ReDat eXperience and does not need any other supporting modules and special configuration. The module starts to work when an appropriate license is added.

WORK WITH THE MODULE

1. Supervisor examines calls and finds the part he is interested in.

2. Marks the selected part and adds his comment. Then supervisor defines a group of recipients and sends them the note.

3. The warning icon indicating a new unread note is displayed on the recipients´ screen and they can open the particular call with the inserted coaching note.

4. Recipients can view the received note, including the call to which it relates.

5. The recipients can respond directly by adding their comments.

6. The entire process is dependent on the user access rights.

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