Tailor Train Featured In “Call Center Training Tips: 51 Expert Tips on Training Technology”

Wednesday 27 September, 2017

Tailor Train has been featured in Call Miner Article

Where We Feature

CallMiner, a provider of speech analytics solutions for improving agent performanc. CallMiner has just released a list of, “Call Center Training Tips: 51 Expert Tips on Training Technology, Agent Onboarding, Ongoing Training & Coaching, and More.” Each tip is accompanied by a quote from an expert. Tailor Train Feature at number

You can see the full list of tips here:

What was Featured

Identify underlying issues. “Identify the areas where your agents are having issues and the areas that require improvement. Is the agent constantly scoring low in specific types of calls? Do you find that there are a variety of performance issues such as poor communication skills, poor problem-solving skills or issues with processing transactions?

“Perhaps you can tag along with the agents while they are on call to identify what their challenges are and what’s contributing to their low performance.

“The results from the trend analysis, assessment and observation sessions will help you in identifying the root cause of the performance issues.” **– *How to Improve Staff Performance in a Call Centre?*, Tailor Train; Twitter: @Tailor_Train**

About Tailor Train

Tailor Train Sept 21, 2017 Founded in 2005, TailorTrain provides business transformation and procurement consultancy. We have successfully helped a large number of organisations across the UK improve their performance, reduce costs, maximise profits and efficiently achieve desired results.

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