



TeleTech Technology Offers Turnkey Complimentary Trial of CaféX's Real-Time Agent Coaching Solution

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DENVER, Jan. 4, 2017 /PRNewswire/ -- [TeleTech Technology](#) today announced the launch of a free sixty-day trial of Supervisor Assist, the award-winning solution from CaféX Communications® for remote live coaching and training of contact center agents over the web.

This turnkey offer allows companies with Cisco® and Avaya collaboration systems to pilot Supervisor Assist's over-the-shoulder online coaching experience from any web browser. While in the office or on the move, a supervisor or mentor can listen to agent-customer conversations while calls are in progress, text chat with agents, view and spotlight areas on the agent's screen, as well as click through and enter text on the agent's desktop to provide guided assistance. See a video of Supervisor Assist in action [here](#).

Supervisor Assist improves contact center performance in a number of areas, including remote agent observation and coaching, peer mentoring, distance training, new employee onboarding and customer service escalation management. Agents become more proficient more quickly, which helps contact centers improve key indicators such as first call resolution and customer loyalty scores. The solution also complements existing quality management and customer analytics programs by taking a more proactive, real-time approach to agent monitoring and assistance.

"Supervisor Assist allows for hands-on management of customer-facing employees, whether the staff is in the other room... or on another continent," said Steve Pollema, president, TeleTech Technology. "The ability to onboard, monitor and jump in to help remote workers through a webpage or a mobile app gives managers unprecedented insight and control over contact center operations."

"TeleTech Technology and CaféX enjoy a strategic partnership aimed at transforming mobile and web customer experiences through real-time engagement," said Nick Adams, executive vice president of worldwide sales and field operations at CaféX. "By focusing on agent empowerment, Supervisor Assist augments existing systems to help customer-facing teams achieve a rapid return on investment driven by improved service delivery and lower operational costs."

For more information, please visit [Supervisor Assist](#) to discover how you can improve your call center agent performance – and your customer experience, with real-time coaching and remote collaboration.

ABOUT TELETECH TECHNOLOGY

[TeleTech](#) (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. TeleTech Technology, a division of TeleTech, is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit [teletechtechnology.com](#).

ABOUT CAFÉX

CaféX makes it easier for companies to enhance live engagement within web and mobile applications. CaféX's award-winning software embeds real-time collaboration within the context of business workflows to increase customer satisfaction and employee productivity. Trusted by many Global 2000 companies, CaféX software brings together WebRTC and enterprise communications technologies to create omnichannel experiences that unify the customer journey and accelerate teaming while protecting existing IT investments. For more information about CaféX, please visit [cafex.com](#) or follow @CafeXComms.

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