

# TRAINING, COACHING AND WORKFORCE ENGAGEMENT



**Roger Lee,  
Founder &  
Customer  
Success  
Evangelist,  
Contact Center  
Advocates**



**Maya  
Gershon,  
Product  
Marketing  
Manager, NiCE**



**Sapna Nagi,  
Product  
Marketing  
Manager,  
Conversation  
Intelligence,  
Verint**



⚠️ INDUSTRY ALERT · JUNE 2026

# YOUR WORKFORCE ENGAGEMENT MODEL IS ALREADY OBSOLETE

*The window to modernize your coaching, QA, and agent engagement is closing. Leaders who act now will own the next decade of CX performance.*

**Roger Lee · Founder & Principal, Contact Center Advocates**

rogerlee@contactcenteradvocates.com | 651.888.9207

CRMXchange Webcast · June 11, 2026



# THE CRISIS IS HERE

*Traditional coaching and QA can no longer keep pace. Your current model has measurable blind spots — right now.*

**1–3%**

of interactions reviewed  
by most orgs (Calabrio / Verint)

**73%**

of CC leaders committed  
to permanent remote/hybrid (Deloitte)

**75%**

of agents overwhelmed  
by too many tools/systems (Deloitte  
2024)

**52%**

avg. annual agent  
attrition rate (Deloitte 2024)

## Omnichannel Blind Spots

Agents handle voice, chat, email, SMS, and AI-assist simultaneously. QA reviewing 1–3% of interactions means 97% of customer impact goes unseen.

## Remote & Hybrid Coaching Gap

73% of contact center leaders have committed to permanent remote or hybrid models (Deloitte), yet most coaching and QA frameworks were designed for in-person supervision — creating a systemic oversight gap.

## Soft Skills Are Invisible

Empathy, tone, and active listening drive CSAT and retention — yet most orgs have no systematic way to measure or coach these at scale.

## Attrition Is Bleeding Your Operation

Average annual agent attrition hit 52% in 2024 (Deloitte). McKinsey estimates each departure costs \$10K–\$20K in replacement and ramp-up. Poor coaching and lack of development are the top two drivers — both fixable.

# THE SHIFT IS ALREADY HAPPENING

Leading contact centers moved in 2024–2025. The gap between early adopters and laggards is now measurable in CSAT, attrition, and cost-per-contact.

| DIMENSION   | YESTERDAY           | TODAY'S STANDARD                           | 2026–2027 FRONTIER                         |
|-------------|---------------------|--|--|
| QA Coverage | 1–3% sampled        | 50–100% AI-analyzed                        | Predictive risk flags before escalation    |
| Coaching    | Quarterly scorecard | In-flow micro-coaching + AI role-play      | Autonomous coaching recommendation engines |
| Soft Skills | Gut feel + manual   | Behavioral analytics (empathy, tone, pace) | Emotional AI scoring tied to CX outcomes   |
| Visibility  | Per-channel silos   | Unified omnichannel dashboard              | Real-time agent performance graph          |

# BUILD THE MODERN ENGAGEMENT ECOSYSTEM

*The closed-loop AI workforce model: six components working together — in real time.*



## FULL VISIBILITY

- 100% of interactions evaluated across voice, chat, email, and messaging
- Behavioral patterns tied directly to CSAT, retention, and compliance KPIs
- Emerging performance risks surfaced in minutes, not months
- Eliminates the 97% blind spot of random-sample QA

## COACHING THAT SCALES

- AI-driven micro-coaching delivered in the moment — not after the quarter
- Simulation and role-play replace static e-learning modules
- Real-time in-call guidance reduces errors and escalations immediately
- Personalized development paths based on each agent's actual behavior data

## SOFT SKILLS MADE MEASURABLE

- Empathy, tone, pacing, and active listening quantified at scale
- Confidence, clarity, and customer emotional response tracked per interaction
- Converts subjective impressions into objective performance indicators
- Links agent behavior directly to churn prevention and loyalty metrics

**STRATEGIC SHIFT: From measuring productivity → to improving customer outcomes. From reactive management → to predictive workforce optimization.**

# YOUR ACTION PLAN: START THIS WEEK

Three pragmatic steps you can take immediately — without waiting for a full platform transformation.

01

THIS WEEK

## AUDIT YOUR QA COVERAGE RATE

Pull your actual interaction review rate for the last 90 days — across every channel. If you're under 10%, you are operating with dangerous blind spots. Quantify the gap and put it in front of your leadership team. The data will speak for itself.

*Output: Executive brief showing blind spot exposure by channel and agent group.*

02

WITHIN 30 DAYS

## MAP YOUR COACHING CADENCE VS. ATTRITION DATA

Correlate your coaching frequency and format with your 12-month agent attrition and CSAT trends. Most organizations find a direct — and uncomfortable — relationship. This becomes your business case for modern coaching investment.

*Output: Data-backed business case for modernizing your workforce engagement model.*

03

Q3 2026

## PILOT AI-POWERED QA ON ONE QUEUE

Select a single high-volume or high-risk queue and deploy AI interaction analysis for 60 days. Measure CSAT delta, compliance flags, supervisor time savings, and coaching quality. A focused pilot delivers ROI data your CFO can act on.

*Output: Pilot ROI report with concrete metrics to justify full deployment.*

# THE QUESTION IS NOT WHETHER TO CHANGE.

*It's whether you'll lead the change  
or scramble to catch up.*

## LET'S BUILD YOUR ROADMAP

**Roger Lee**

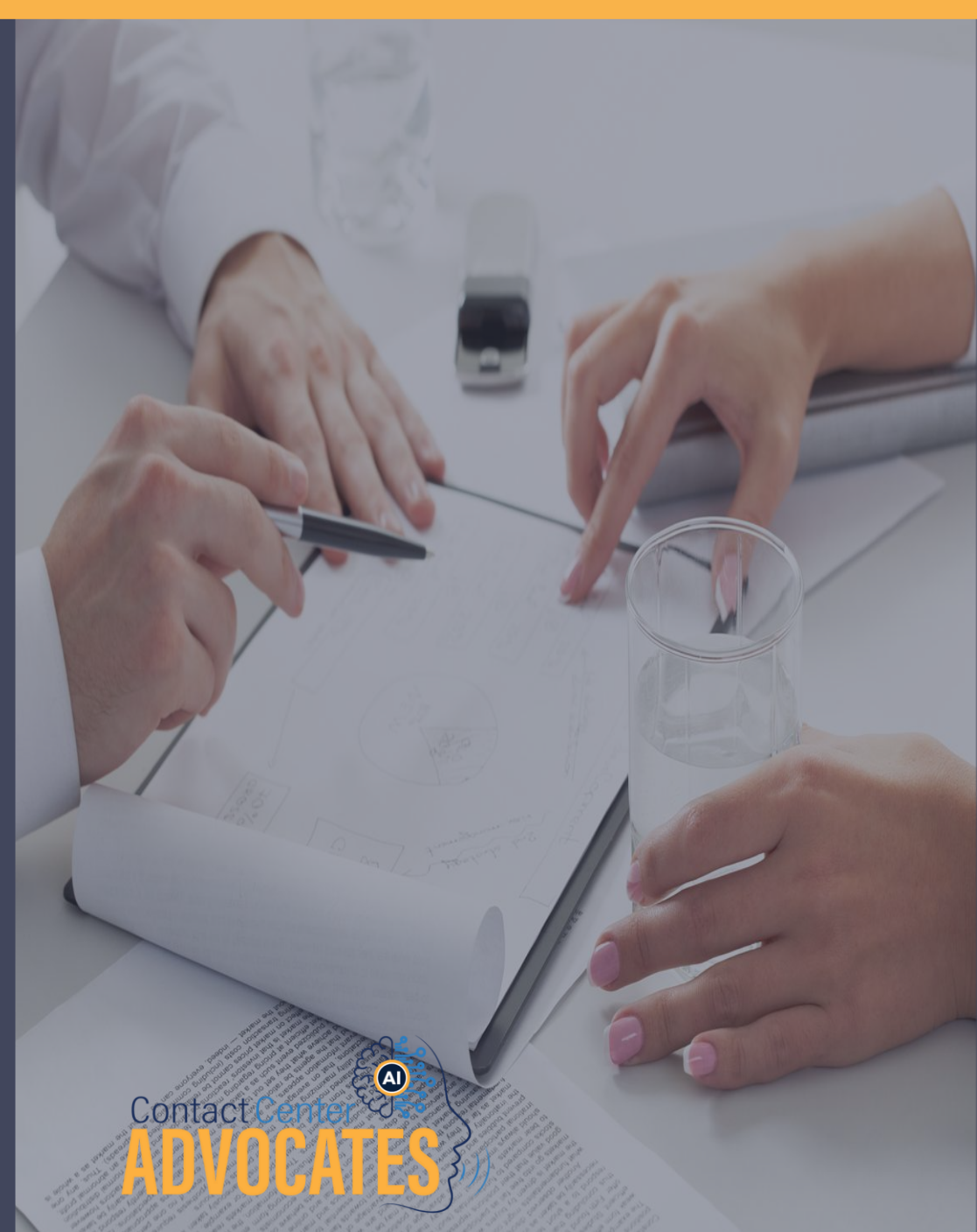
*Founder & Principal, Contact Center Advocates*

[rogerlee@contactcenteradvocates.com](mailto:rogerlee@contactcenteradvocates.com)

**651.888.9207**

*Schedule a 30-minute strategy call*

**SCHEDULE YOUR FREE STRATEGY CALL TODAY →**



Contact Center  
**ADVOCATES**

# Training, Coaching and Workforce Engagement

## CRMxchange Roundtable

Sapna Nagi

Product Marketing Manager

Verint

JUNE 11, 2026 | WEBINAR

**VERINT**<sup>®</sup>



# What I'll Be Talking About?

- I'll share a few perspectives
- And, I'll ask you a lot of questions



# The Reality Today

- We review ~1% of interactions... and hope it's enough
- Coaching depends on which supervisor you get
- We say soft skills matter... but barely measure them
- Agents are expected to improve... without real-time help

**VERINT**<sup>®</sup>



# Workforce Engagement Is Entering a New Era

Is AI-powered WEM  
becoming table stakes  
or still aspirational?



# Adoption of AI-Powered, Automated QM

32%

of enterprises surveyed currently use AI-powered quality assurance (QA) and coaching tools

*Source: Enterprise CX AI: 2026 Global Survey, Telus Digital & Ryan Strategic Advisory*

70%

of customer service and support leaders have either already deployed or are exploring GenAI QA capabilities.

*Source: Gartner, Technology Insight: Generative AI Contact Center Use Case Priorities, 2025*



# Workforce Engagement Is Entering a New Era

Are you measuring script compliance, or empathy, tone, and emotional impact on outcomes?



# Adoption of AI-Powered, Automated QM

66%

of contact centers fail to prioritize or properly measure emotional intelligence and social interaction

*Source: Calabrio State of the Contact Center 2025*

5%-10%

Growth in revenue and 15% reduction in customer churn for orgs that embed empathy systematically into customer journeys

*Source: Beyond the bot: Building empathetic customer experiences with agentic AI, McKinsey*

# Workforce Engagement Is Entering a New Era

Unified, AI-powered Workforce Engagement Management is no longer optional. These tools are the new baseline for competitive contact centers.

100% interaction coverage transforms QM from a compliance exercise into a strategic growth driver.

Customers demand empathy at scale. Move beyond scripts to measure empathy, tone, and emotional impact on outcomes.

The future is continuous enablement, where every conversation improves the next.



# The Evolution of Quality Management

1980s

## Manual QM

Random sampling, paper scorecards, inconsistent grading

2000s

## Digital QM

Structured forms, automated scoring, limited analytics

2020s

## AI-Powered QM

100% coverage, behavioral analytics, auto-calibration

2026 -->

## Continuous QM

Closed-loop insight → coaching → scheduling → engagement



# AI-Powered QM: Key Capabilities



**Behavioral Intelligence.** Move beyond scripts to measure empathy, tone, interruptions, and emotional impact on outcomes.



**Auto-Calibration.** AI ensures scoring consistency across evaluators, eliminating supervisor bias from QA.

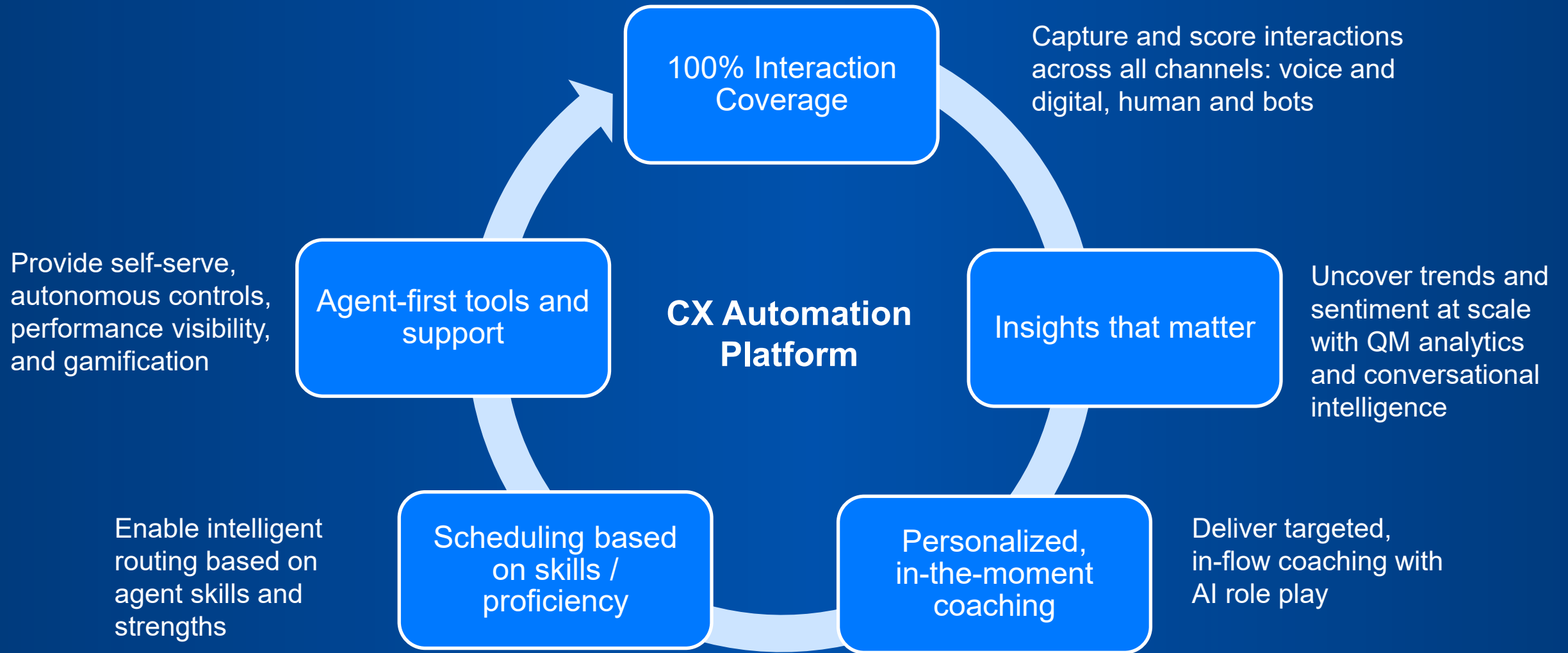


**Soft Skills Analytics.** Quantify previously unmeasurable qualities like patience, positivity, and active listening at scale.



**Coaching Triggers.** Quality events automatically generate personalized coaching tasks, no manual follow-up needed.

# A Unified, AI-Powered, Closed Loop Ecosystem



# Unified, AI-Powered, Closed Loop Ecosystem

Where does your feedback /  
improvement loop break?



# AI-Powered Quality Outcomes

## Verint + Calabrio = Better Together

VERINT.

# \$1.5M

## Saved

A healthcare brand automated evaluation of 100% of interactions, increasing supervisor capacity by 30% with **Calabrio QM Intelligence**

VERINT.

# 37%

## Increase in quality scores

Leading dental and veterinary products supplier increased quality scores by 37% and elevated CSAT scores into the 90s with **Verint Quality Bot**

VERINT.

# 8%

## Increase in NPS

A large university hospital leveraged automated evals, gamification, and more to cut costs while driving a 5% decrease in calls per month and an 8% increase in NPS with **Calabrio QM Intelligence**

# The Future of WEM: Continuous Enablement

Predictive Performance Management

Outcome-Linked Engagement

Autonomous Quality Assurance

Bots and Humans as One Workforce



# Real-Time Insights at Scale

Calabrio Interactions Recording Controls Contact Queue Performance Management WFM Analytics 2 Hello, Sapna Help

Date range: May 7, 2026 - Jun 5, 2026 Contact types: All Organization: All, All, All View: Both More filters

### Key performance indicators

|   |   |   |   |
|---|---|---|---|
| <b>Total analyzed conversations</b><br>23,762<br>11.97% ↗<br>Higher than previous 30 days | <b>Evaluation score</b><br>Agent quality rating<br>AI agent: 72.82 (0.18% ↘)<br>Human agent: 81.21 (1.92% ↘)<br>Lower than previous 30 days | <b>Customer sentiment</b><br>% positive interactions<br>AI agent: 12.96% (65.31% ↗)<br>Human agent: 49.09% (11.19% ↗)<br>Higher than previous 30 days | <b>Average handle time</b><br>Time per conversation<br>AI agent: 1m 33s (0.01% ↗)<br>Human agent: 3m 47s (10.79% ↘)<br>Higher than previous 30 days |
|---|---|---|---|

Comparison: AI agent vs human agent

Calabrio

- Home
- Dashboards
- Coaching
- Mini-goals
- Interactions
- WFM
- Settings

### Coaching Session Details

Review the details of your coaching session. You can make changes if anything needs an update.

#### Basic information

Enter details about the coaching session. Fields marked with a red asterisk\* are required.

Session title\*  
Q2 Focus Closing Improvement

Agent\* Ben Bishop Coach\* Jonathan Jones

#### Session time IST

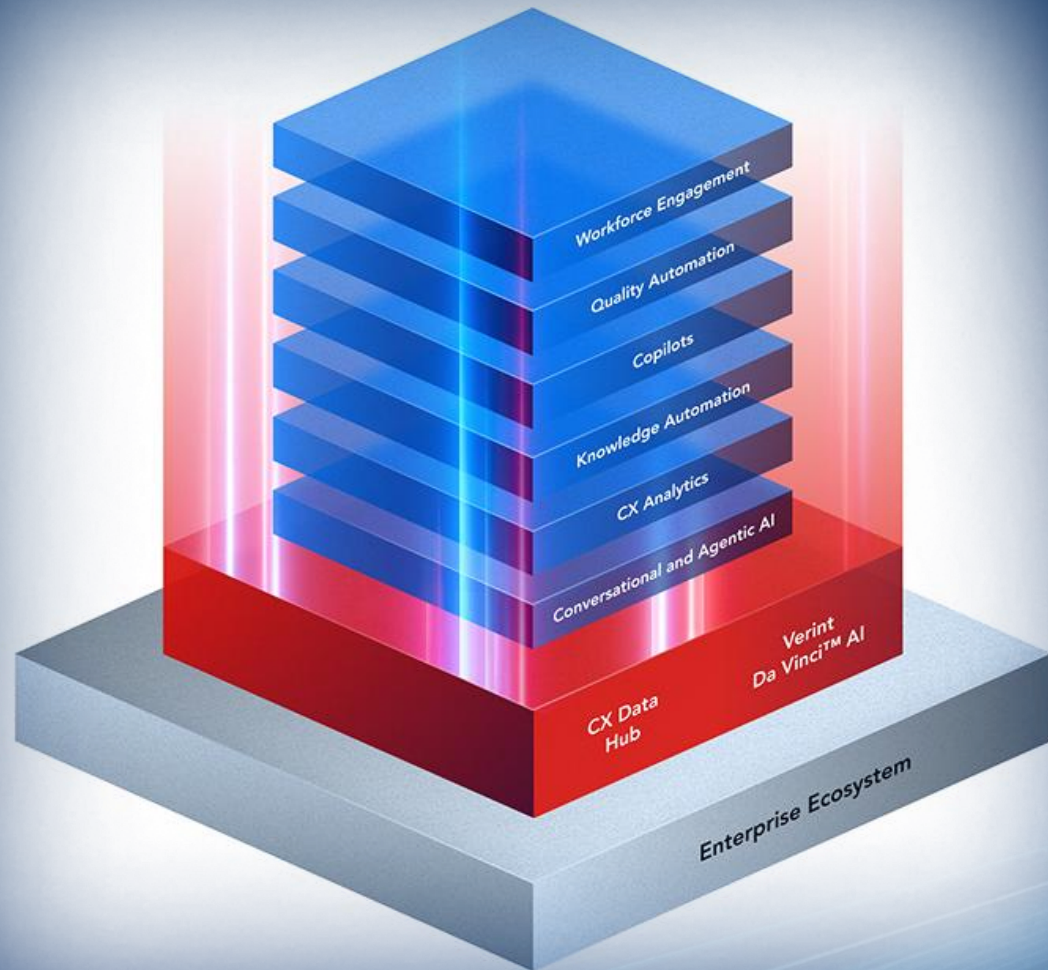
Choose when the session should take place.

Date\* 6/30/2026 Start time (IST)\* 8:30 PM End time (IST)\* 9:30 PM

Link to WFM/external calendar [View Schedules](#)



# Modernize Your Contact Center. Now. With the Market-Leading CX Automation Platform.



On-prem or hybrid? **No problem**

Don't want to rip and replace? **No problem**

Want to start small? **No problem**

Don't want to switch telephony? **No problem**

Happy with your data lake? **No problem**

Already have a desktop? **No problem**



# Thank You

## Reach out to me!



sapna.nagi@verint.com



<https://www.linkedin.com/in/sapna-nagi-892b9780/>

# Training, coaching and Workforce Engagement

How AI is transforming the Workforce  
Engagement lifecycle

Maya Gershon, Product Marketing Manager,  
NiCE, [Maya.Gershon@nice.com](mailto:Maya.Gershon@nice.com)

Create a  
**NiCE**  
world

Interaction ID: 95fd8790-Cf18-4089-8141-Ba03b94af5b3



Kevin Rogan's Case

5d, 17h, 32m

Started  
Feb 6, 2024 9:36 AM

**Bruce Wane** 3:21 min

Feb 7, 2024 8:45 AM

**Jane Doe** 12:05 min

Elevation

**Jane Doe** 4:23 min

Elevation

**Jane Doe** 6:05 min

Feb 8, 2024 11:41 AM

Ended  
Feb 9 2024 11:43 AM

Feb 6, 2024

**Bruce Wane** Feb 6, 2024 9:36 AM 3:21 min

**Kevin Rogan** 9:36 AM  
I am writing to express my extreme dissatisfaction and frustration regarding a defective product, ACN1234. I am expecting a speedy exchange.

**BW** **Bruce Wayne** 9:38 AM  
I understand your frustration. To help me resolve this quickly, could you please provide me with your order number & date of purchase for product ACN1234?

**Kevin Rogan** 9:39 AM  
The order number is: PRD12345678  
I purchased it on Feb 4, 2024

**BW** **Bruce Wayne** 9:40 AM  
Ok, thank you. Let me look into this for you.

**Agent Comment:** Check complains regarding the defective product. Also check other complains from same source.

Feb 7, 2024

**Jane Doe** Feb 7, 2024 8:45 AM 3:21 min

**Jane Doe** 8:45 AM  
Following up on your case regarding product ACN1234...

Summary **QM** Analytics

✦ Evaluation Summary

**98** **SH** **Bruce Wayne**

Score  Form Name Agent can acknowledge  
Evaluator John Doe  
Type Standard  
Feb 9, 2025

Agent Bruce handled the WhatsApp chat with Kevin Rogan in a professional and efficient manner. He quickly verified the customer's issue. Throughout the call, Jane demonstrated empathy and understanding of Kevin's urgent need to replace his product. Her clear communication and prompt actions contributed to a positive customer experience

Give Feedback

Calibration

**77.5** **Calibration Name** [Form](#)

Score Form Name Agent can acknowledge  
Assigned Date Feb 23, 2025  
Variance **2%** Completion 5/5



**Kevin Rogan's Case**  
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□ ⋮ □

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□ → 🗨️

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141-Ba03b94af5b3 ✕

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✦ **Evaluation Summary**

**98** **SH** **Bruce Wayne**

|       |           |                       |
|-------|-----------|-----------------------|
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|       | Evaluator | John Doe              |
|       | Type      | Standard              |
|       |           | Feb 9, 2025           |

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**77.5** **Calibration Name** **Form**

|          |               |                       |
|----------|---------------|-----------------------|
| Score    | Form Name     | Agent can acknowledge |
| Variance | Assigned Date | Feb 23, 2025          |
| 2%       | Completion    | 5/5                   |

# The problem with how we manage agents today

1%



of interactions evaluated by most QA programs

4 hrs



per day supervisors spend just monitoring

39%



agent attrition in contact centers

**These three problems are connected.  
Solving them requires a connected approach.**

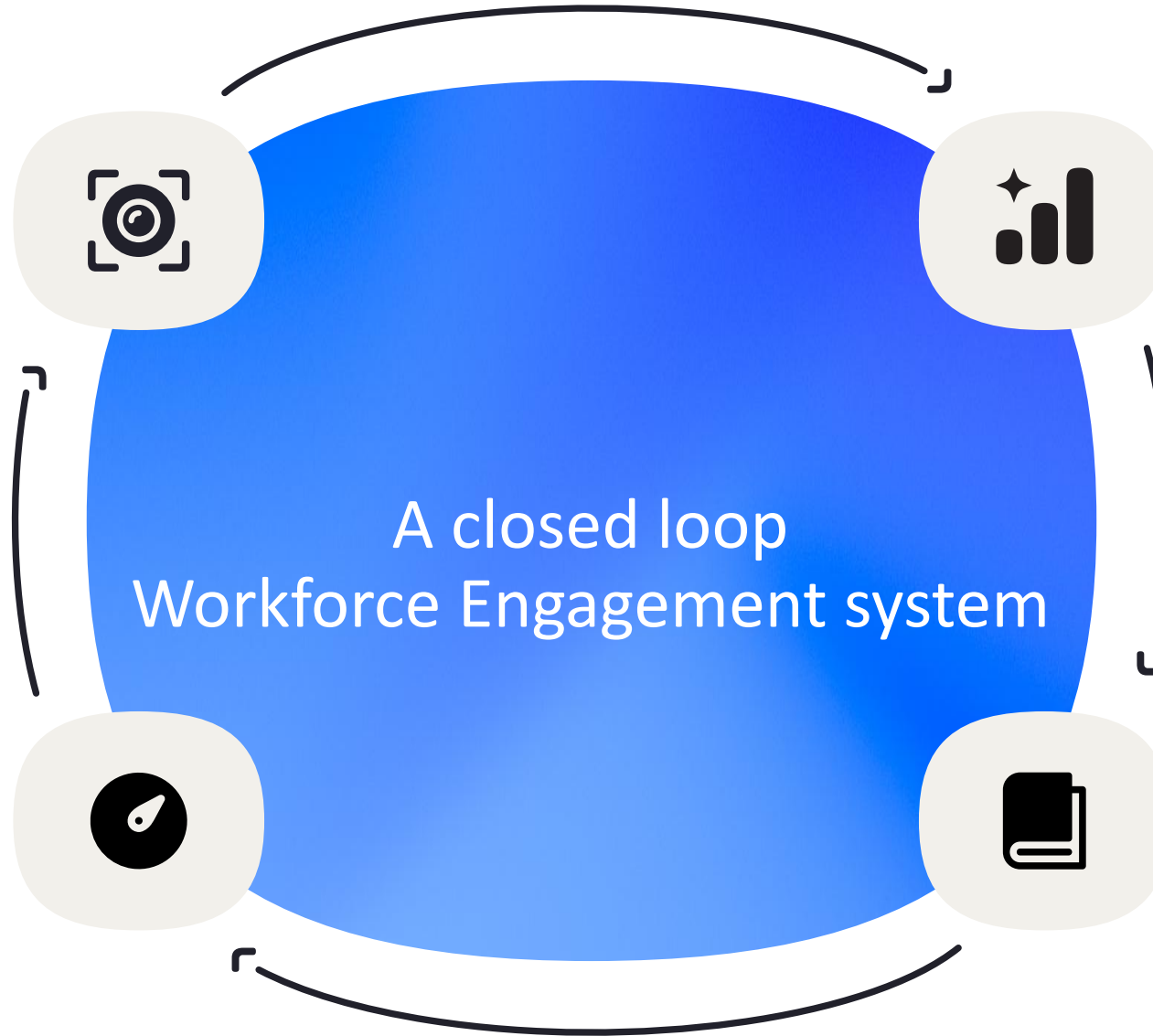
Source: NICE & CMSWire Insights, 'From Stress to Success,' September 2024

# The solution:



## 01. Interaction

Every call & chat captured



## 02. Insight

AI analyzes 100% of interactions

## 04. Engagement

Agents grow, stay & perform

## 03. Coaching

Ai-recommended targeted actions

# We've evolved from measuring what agents say to **understanding** how customers feel



**94%**



Importance of measuring agent soft skills for CSAT

**59%**



Fail to measure soft skills consistently

## What AI now measures in every interaction:

Actively listening

Acknowledge loyalty

Be empathetic

Demonstrate ownership

Set expectations

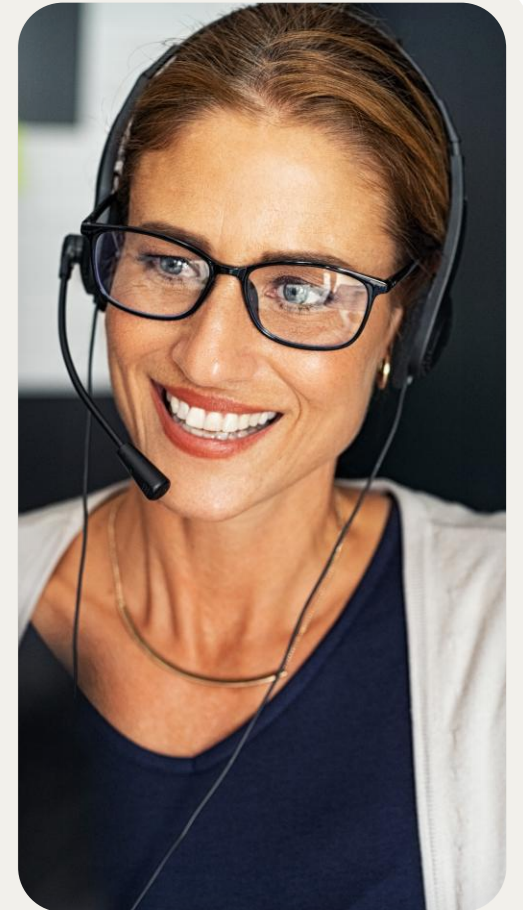
Effective questioning

Promote self-service

Build rapport

Proactive resolution

Customer sentiment



# What this looks like in practice



“

*Our evaluations weren't giving us the full picture. Everything was focused on compliance, on protecting the back end rather than on our guest experience during those interactions.*

**Alexandria Doucet**  
CXone Administrator  
Travel Industry

## Results after implementing NICE AI Analysis:

**20%** ↘

decrease in escalations

**15%** ↗

increase in  
revenue per call

**30%** ↘

reduction in  
call volume

**23,760**

coaching hours  
saved per year

"Agents are empowered by the **on-demand visibility** NiCE QM provides them, with resources for independent learning and review."



RELX

## Quality Management

### A continuously evolving, proven solution



2K+

Customers

470K

Globally supported agents

50%+

NiCE QM agents with analytics-driven quality programs

1M+

Evaluations per month

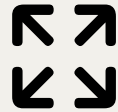
2B

Sentiment scores per month

# AI removes the prep work so supervisors can focus on what actually matters: **Coaching**



## 100%



### Interaction coverage

AI replaces sample based QA with fair, consistent scoring across every agent, every call. **No cherry-picking. No blind spots.**

### Auto Score



### Automatic, objective scoring

AI scores against your rubric without manual effort. **Supervisors receive scores and trends**

### Eval Summary



### Instant coaching insight

AI turns every evaluation into an instant, actionable narrative: **Coaching starts the moment the call ends.**

**The result: supervisors shift from reviewers to coaches; time saved on evaluation = time invested in people.**



The College of Health Care Professions (CHCP) is a fully-accredited educational institution. CHCP prepares the next generation of healthcare professionals through focused, real-world training.



### Great stats

## 85% of coaching needs resolved autonomously

Without needing to wait for QM reports or approvals

## 3-4 hours freed up per manager, per week

Thanks to a 7.5-10% reduction in time spent pulling calls and compiling feedback

### Challenge

- Their QM processes were highly manual and inefficient
- The QM team became a bottleneck for managers who required real-time evaluation insights, especially during coaching sessions or to provide context when agents appealed their scores

### Solution

- NiCE Quality Management Evaluation Summary
- CHCP transformed the way evaluations are accessed and utilized with AI-generated summaries
- Managers now instantly receive a clear, neutral recap of agent performance

“

NiCE Quality Management Evaluation Summary didn't just save us time, it brought our managers into the QA process like never before.

That was our real 'aha' moment.

Hang Nguyen, Quality Assurance Operations Manager, CHCP

### 65% increase

In the number of coaching sessions delivered each week



### Zero negative feedback

From agents regarding QA involvement



# From coaching insights to coaching action



## AI insights



Talk with your performance data. Ask which agents need the most support on empathy and get instant, AI-powered answers, no analyst required.

## Gamification



AI recommends the right games, badges and challenges for each agent based on their performance trends.

## AI coaching recommendations



AI identifies real coaching needs based on performance trends, not just last week's call. It explains the why behind every recommendation.

## AI roleplay simulations



Agents practice real-life scenarios with an AI counterpart, personalized simulations built around their own skill gaps, on demand, without taking a supervisor's time.

# How can you help your agent feel supported, motivated and retained?



01

**Time  
flexibility**

02

**Work from  
anywhere**

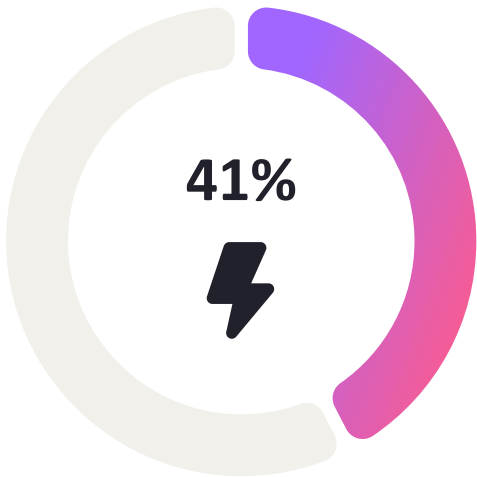
03

**Ability to  
grow**

04

**Set up for  
success**

# Engagement isn't just coaching, it's control over your own workday



41% of contact center agents cite workload and stress as the primary reason they leave

Flexible scheduling

Intraday automation

Cognitive load reduction



# Supervisors can't monitor everything manually anymore

**69%**

say the supervisor role has become dramatically more complex

**80%**

say supervisor stress is directly hurting the customer experience

**53%**

lack the real-time support they need to act quickly

**4 hrs**

per day spent monitoring, leaving little time to lead

**This is where Copilot for Supervisors comes in**



# Copilot surfaces what matters and recommends the right action



## Focused

AI-powered alerts

## Informed

Conversational insights

## Before

Reactive. Overwhelmed.  
4 hrs/day monitoring manually.



## Proactive

Insights workspace

## Motivated

Conversational insights

## After

Strategic leader.  
Proactive.  
Focused on coaching, not monitoring.



# The future of Workforce Engagement



## Traditional

## AI-driven. NiCE WEM

Evaluate 1% of interactions

**Evaluate 100%, every call, every agent**

Reactive, event-based coaching

**Continuous AI-recommended coaching**

Generic training programs

**Personalized AI roleplay simulations**

Fixed, supervisor-managed schedules

**Employee self-service & intraday flexibility**

Supervisor intuition & spot checks

**AI-guided decisions and real-time alerts**

Organizations seeing the biggest results aren't doing more, they're connecting what they already do into a single, continuous improvement loop

**NiCE**



Thank You

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Thank You

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