

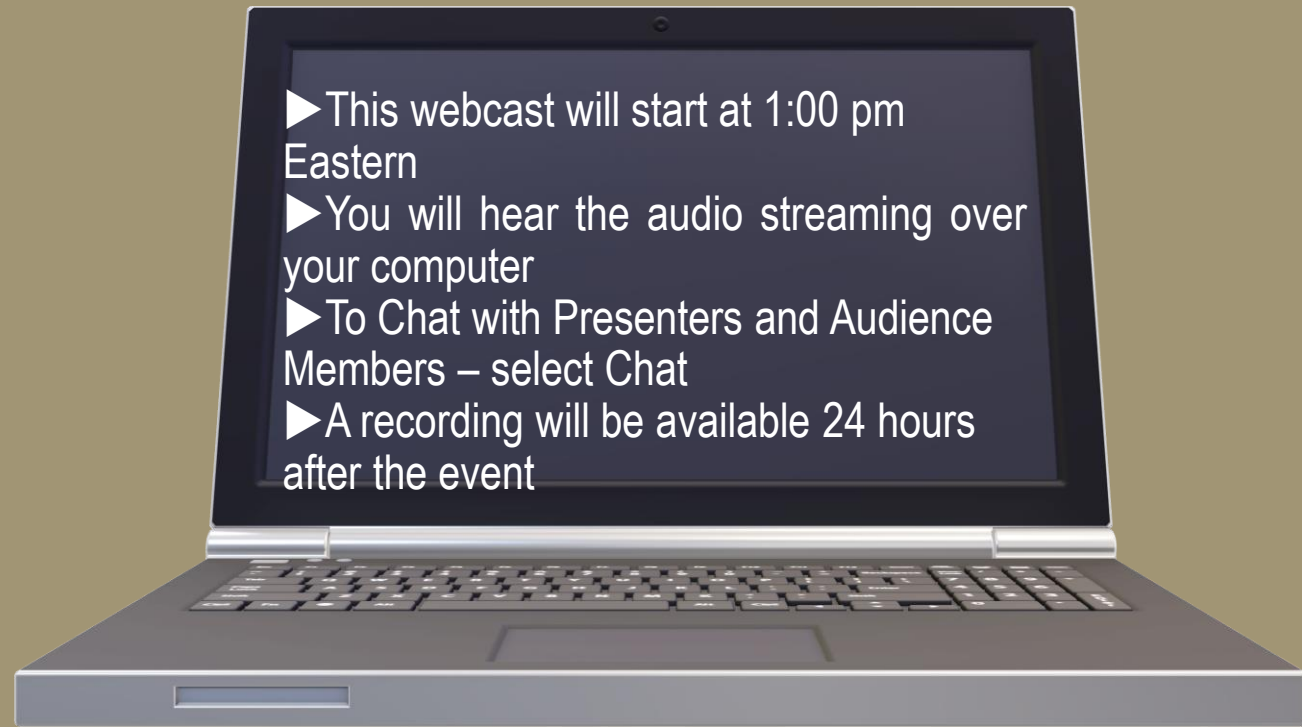
ROUNDTABLE: TRAINING, COACHING, WORKFORCE ENGAGEMENT



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



**Nicole Nevulis,
Senior Director,
Global Go-To-
Market
Strategy, Verint**



- ▶ This webcast will start at 1:00 pm Eastern
- ▶ You will hear the audio streaming over your computer
- ▶ To Chat with Presenters and Audience Members – select Chat
- ▶ A recording will be available 24 hours after the event

CXone Mpower coaching: Elevating agent performance.



Maya Gershon, Product Marketing Manager

Why coaching matters more than ever

Create a
NiCE..
world ☺



Engagement gap

48% of U.S. workers were not engaged or actively disengaged



Strategic driver

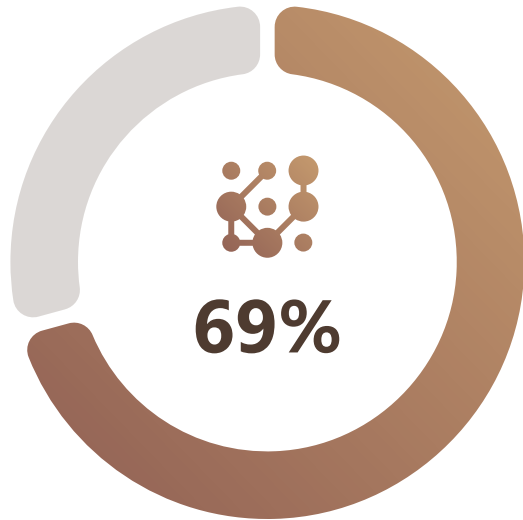
Coaching directly impacts retention and performance metrics



Last defense

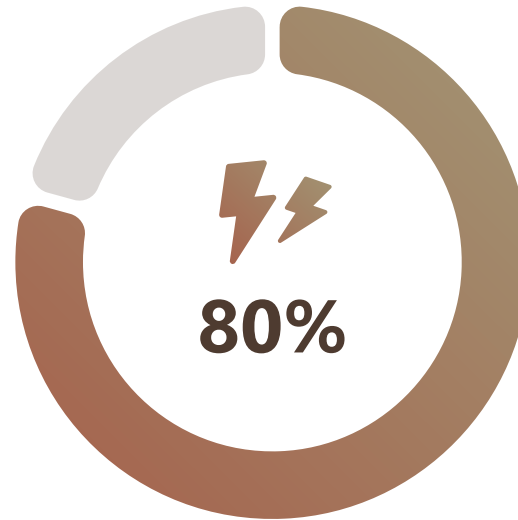
Supervisors prevented further losses during the “**Great Resignation**” (Gallup)

You're holding it all together, but
it's getting harder



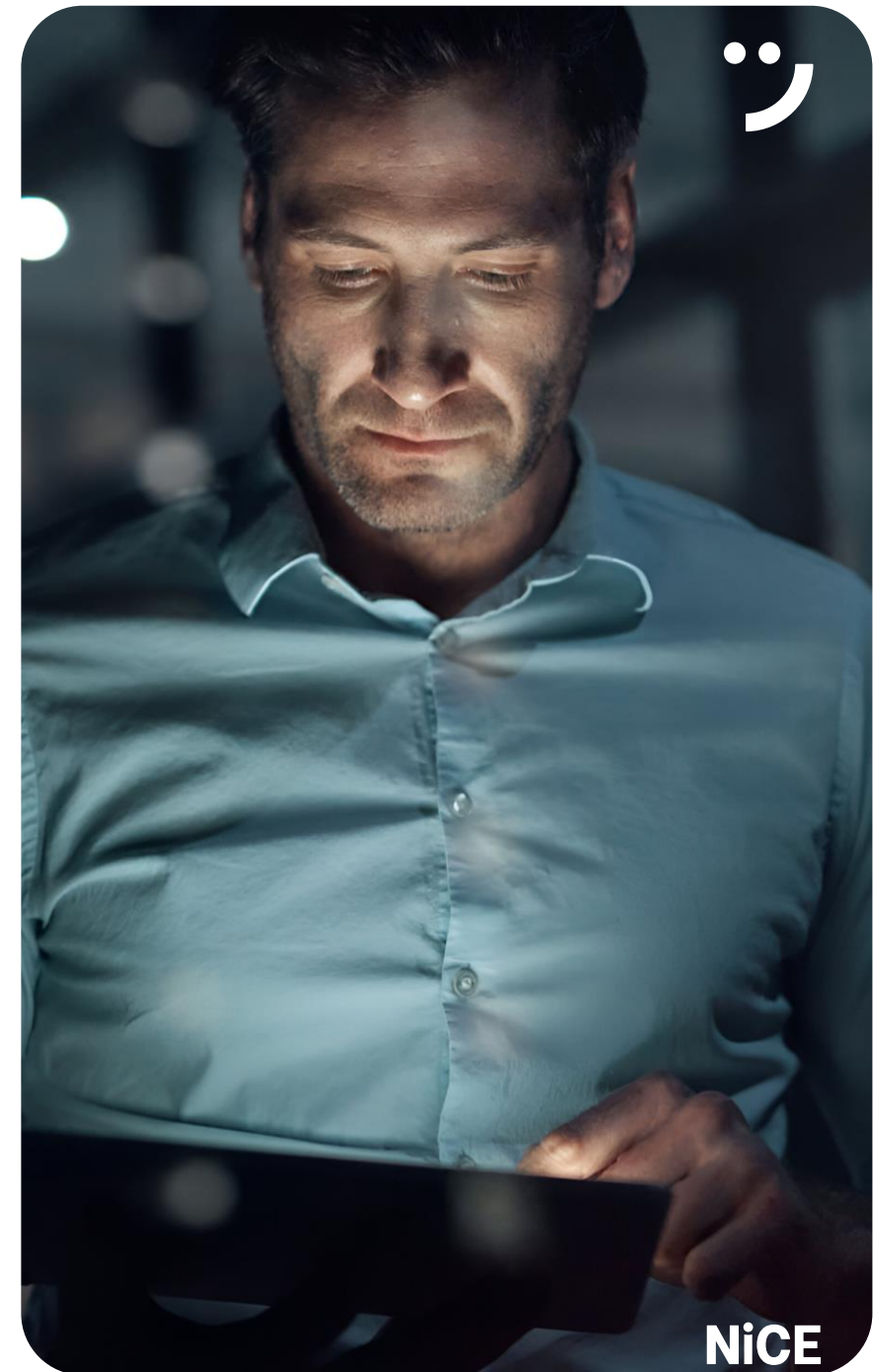
Rising complexity

Supervisors report
increasing complexity in
their daily responsibilities

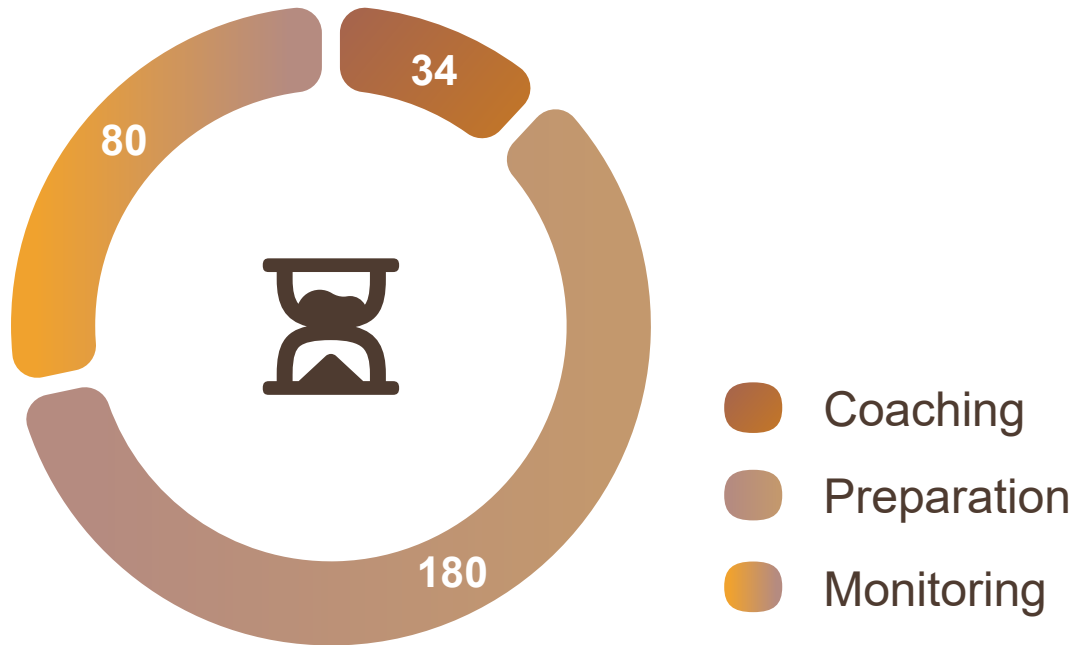


Stress impact

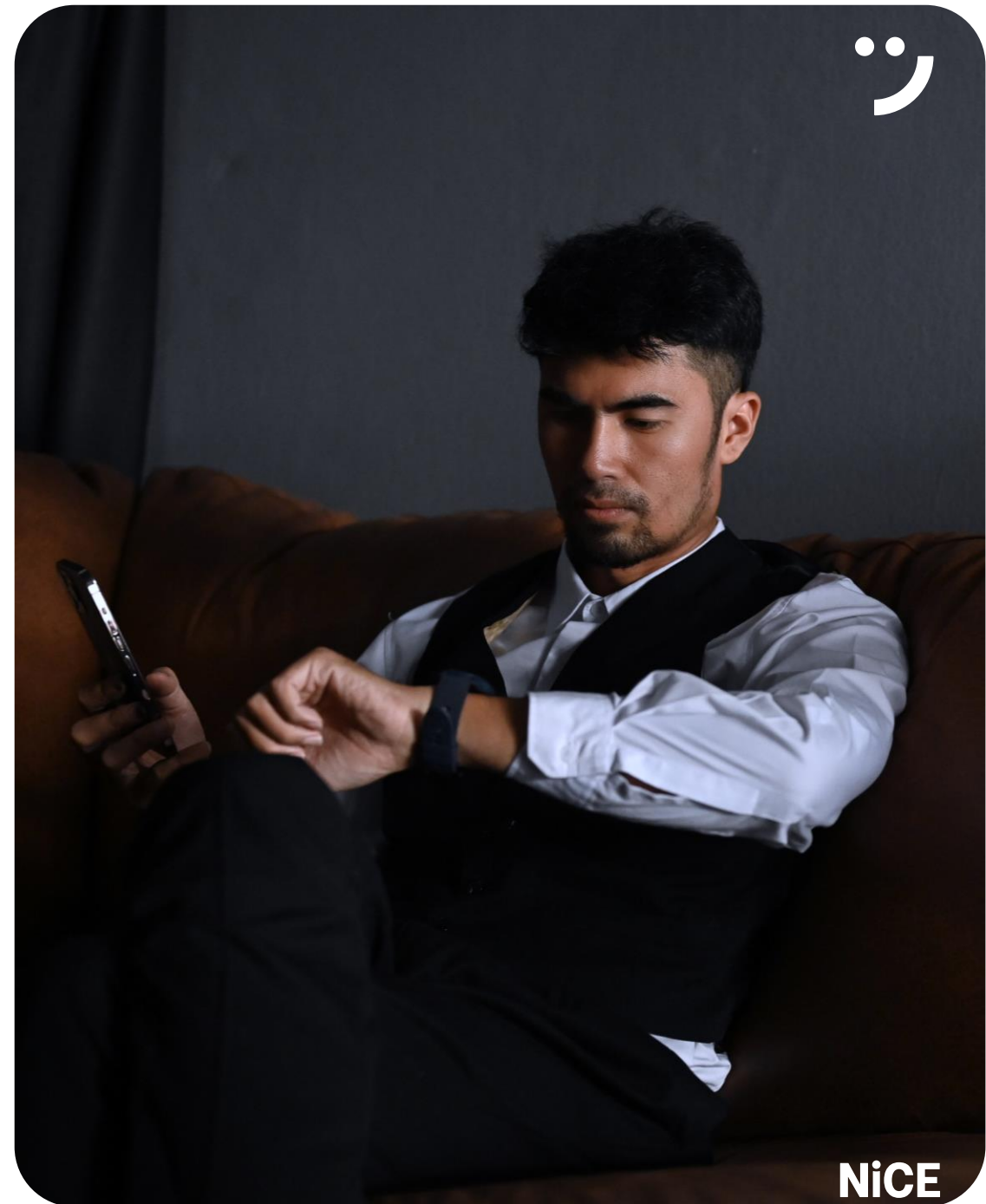
Supervisors say workplace
stress hurts customer
experience



Supervisor time allocation (real data)



A year ago, supervisors spent nearly 300 hours monthly on coaching-related activities. Preparation consumed most of their time.





Common challenges with coaching process



Biased sampling

Random interaction selection leads to coaching based on incomplete data



Time-consuming QA

Manual quality assurance drains supervisor resources



Negative experience

Agents feel judged rather than supported through the process

Agent empowerment

*Transforming coaching
from reactive to proactive*



Real-time copilot



AI guidance during live
customer interactions

Knowledge surfacing



AI provides next-best
actions and critical
summaries

Self- assessment



Transparent
performance dashboards
for personal growth



Knowledge surfacing: Agent soft skills

Agent Behavior Insights | QM | Overview

FILTERS (0) | No filter selections

MY AGENTS

> TEAM / AGENT	CALLS	BEHAVIOR SCORE	DEMONSTRATE OWNERSHIP	ACTIVELY LISTENING	BE EMPATHETIC	BUILD RAPPORT	SET EXPECTATIONS	EFFECTIVE QUESTIONING	PROMOTE SELF-SERVICE	INAPPROPRIATE ACTION	
▼ MJBTEAM220	10	30	8	40	40	0	40	40	0	40	
Agent 3	View	10	30	8	40	40	0	40	40	0	40
▼ KSCSTeam422	74	43	28	31	39	54	47	36	69	32	
Ken Suarez	View	74	43	28	31	39	54	47	36	69	32
▼ CT_Team_890	2	24	20	40	40	0	40	40	0	40	
Agent 4	View	2	24	20	40	40	0	40	40	0	40

Knowledge surfacing: Evaluation Summary



My Zone

My Schedule

Time Off Requests

Tasks

Evaluations

Plan Monitoring

Performance Monitoring

Shift Bidding

Calibrations

Coaching

Self Assessments

EVALUATION FORM

EVALUATION HISTORY

EVALUATION SUMMARY

×

Agent Name

Alex Kaspin

Interaction Date

Jan 6, 2024

Score

87.11

Expand All

Short Summary

⌵

Overall Summary

⌴

Strengths & Improvements

⌵

Strengths

- Quickly identified the customer.
- Maintained politeness throughout the call.
- Demonstrated good responsiveness.

Improvements

- Improve the accuracy of information provided.
- Reduce average handling time.
- Enhance product/service knowledge.

Suggestions

⌵

- Take small breaks to maintain politeness.
- Be an example of responsiveness and customer identification.
- Focus on improving the accuracy of information.

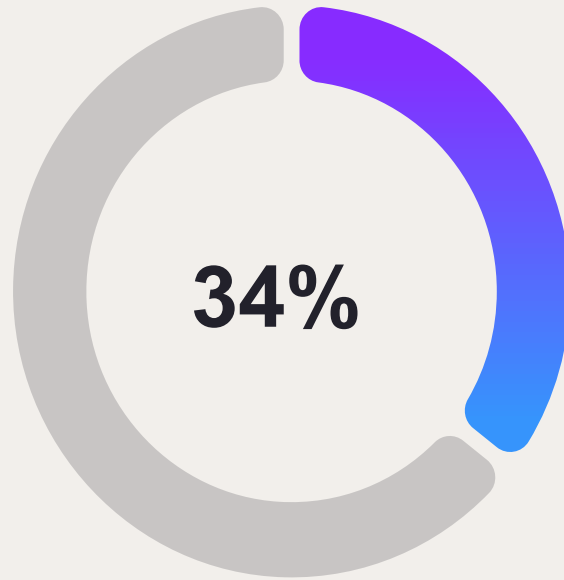
Create Coaching Session

No

Yes

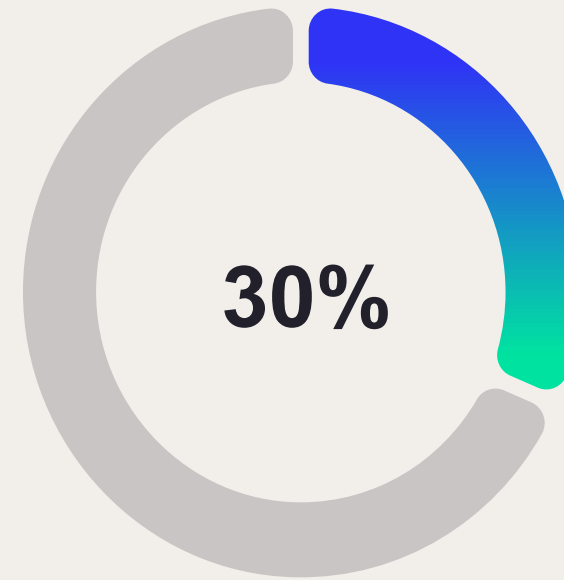
Was this Summary helpful?

Real-world impact: Coaching that moves the needle



CSAT increase

Dramatic improvement in customer satisfaction scores



Fewer repeat calls

Reduced repeat calls and a decrease in AHT

Real-world impact



“Whereas before we missed out on opportunities to improve agent performance, now we have Enlighten AI and Interaction Analytics insights to guide coaching. We’ve been able to set higher expectations and improve proficiency to really take our service and customer satisfaction to the next level.”

-Morgan Gray, Senior Manager in Customer Experience - Field Management, Republic Services

**Human + AI =
better together**

Service is effortless

Ai

Technology empowers

People come first



Thank You

Maya.Gershon@nice.com

Unlocking Agent Potential:

How AI and Personalized Coaching
Transform the Employee Experience

Nicole Nevulis

Senior Director, Go-To-Market Strategy

June 24, 2025

VERINT®



Holistic Approach Matters



People



Process



Technology

**What qualities make
someone a great
coach—and what
makes training truly
effective?**



Bridging the Coaching Gap: Real Issues, Real Solution

Challenge

Lack of Real Time Visibility

Inefficient Performance Measurement

**Inconsistent Coaching & Support /
Time Consuming Knowledge Searches**

Agent Burnout



Bridging the Coaching Gap: Real Issues, Real Solution

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Best Practices

Real-Time Virtual
Walk Around Management

AI-driven,
standardized scoring models

Real-Time Coaching & Knowledge

AI-Powered Quality

Coaching Approach Matters



Coaching Approach Matters



**To what extent do you
believe technology
should align with existing
operational processes?**



Bridging the Coaching Gap: Real Issues, Real Solution

Challenge

Periodic 1:1s

Inconsistent & Subjective Scoring

Missed Coaching Opportunities

Lack of Insight into Skills –
Including Soft Skills

Bridging the Coaching Gap: Real Issues, Real Solution

Challenge

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Lack of Insight into Skills –
Including Soft Skills

Best Practices

Immediate Performance Feedback

Real-Time Scoring /
Evaluate 100% of Interactions

Real-Time Monitoring &
Automated coaching alerts

Complete Skills Database

**Is there an AI initiative
where you work—and are
people embracing it?**



Maximizing Value of Quality Programs

Improve Workforce to Elevate Performance

Level 1: Minimal Value

- Using transcription with analytics to surface issues provides some opportunity to address quality
- Value: Minimal, due to anecdotal insights

Maximizing Value of Quality Programs

Improve Workforce Performance and Elevate Compliance

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Level 2: Medium Value

- Using accurate scoring of CX and EX in real time provides supervisors tools to “walk the floor” to address issues immediately
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- Using AI to score 100% of interactions and evaluate an unlimited number of skill KPIs provides a database of agent skills, tracking ongoing performance for more effective coaching
- Value: High, due to benefits from consistent coaching

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Transcription with GenAI

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CX/EX Scoring Bot

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QM With Quality Bot

AI Business Outcomes Example

New hires at a leading telco
reached business targets 10 weeks
faster via interventions

Improved EX = faster time-to-proficiency

Saves **\$4M**

Real-Time
Monitoring,
Feedback and
Reporting of
CX/EX Scores



AI Business Outcomes Example

- Insurer employs 3,000 agents and 200 supervisors in their contact centers
- Supervisors spent 70% of their time manually evaluating agents calls
- At a cost of \$70k per supervisor per year, the Quality Bot drove **\$10m Value**

Automation increased supervisor capacity by 70%, doing work equivalent to 140 supervisors



Verint AI-Powered Quality Drives Strong AI Outcomes

Accurate scoring of CX
and EX in real time across
100% of interactions

Value Metrics:
Elevate **CX Scores**

CX/EX Scoring Bot



Automatically populates a
database of skills by agent
and highlights opportunities
for coaching / incentives

Value Metrics:
Increase **supervisor capacity**
increase **agent capacity**
increase **revenue**

QM With Quality Bot

Exact Transcription



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AI Business Outcomes, Now

Hilton Orlando
September 8 – 11, 2025

Questions? Contact us at engage@verint.com



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Join us for the premier CX Automation event!

Here are five reasons you need to attend:

- 1. Get insights from amazing speakers.**
Discover why elevating CX has become a strategic imperative—and how your brand can enhance CX while reducing costs.
- 2. Look into the future.**
Discover how CX Automation, AI, and bots can turbocharge your organization and deliver AI Business Outcomes, Now™
- 3. Fill in the blanks — fast.**
Gain even more value from your Verint solutions through breakout sessions and customer success stories.
- 4. Experience innovations from us and our partners all in one place.**
Dive into products and business outcomes during breakout sessions and check out the displays in the exhibit hall.
- 5. Network, network, network.**
Take advantage of opportunities to exchange ideas with peers, thought leaders, and industry experts, all in one place.

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Questions? Contact us at engage@verint.com.





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