



JUST HOW GOOD DO YOU THINK YOU ARE?

Even the best contact centre organizations have opportunities for improvement. Orbit's proprietary SaaS feedback platform, Compas, tells you exactly where they are and what to do about them. This unique tool, especially powerful when used as part of Orbit's comprehensive performance system, identifies individual successes and shortfalls to direct and leverage coaching activity. It quickly yields a return on your performance investment.

Far more than just reporting software, it equips executives, managers, coaches and agents with the tools they need to successfully meet corporate objectives. The organization can define what it expects from every individual, provide the ability to improve, and measure the effectiveness of its coaching activities against specific targets – all at a glance.

Compas is regularly updated and enhanced through client feedback and the infield experience of over 100,000 users. Since its initial launch in 2006, it has consistently delivered improved results in performance, often in as little as 30 days of being implemented.

HOW IT WORKS: AN EVIDENCE-BASED COACHING TOOLKIT

Compas can work with any performance coaching system, although it's most effective when implemented in conjunction with Orbit's Achieve 7™ coaching methodology. Compas goes beyond typical monitoring tools to provide holistic feedback that captures best practices and establishes them throughout the organization:

- Performers and coaches identify opportunities for individual improvement and set specific goals
- Coaches organize, plan, diagnose, and prescribe improvement activities, gleaned from their own top performers, to help achieve success
- Performers and coaches continuously monitor progress against goals and their associated skill development activities, adjusting quickly and easily
- Management is able to guide and direct performance across all layers of the organization.

RESULTS YOU CAN EXPECT TO SEE...

15% improvement in productivity

20% improvement in quality

25% improvement in sales

75% improvement in coaching effectiveness



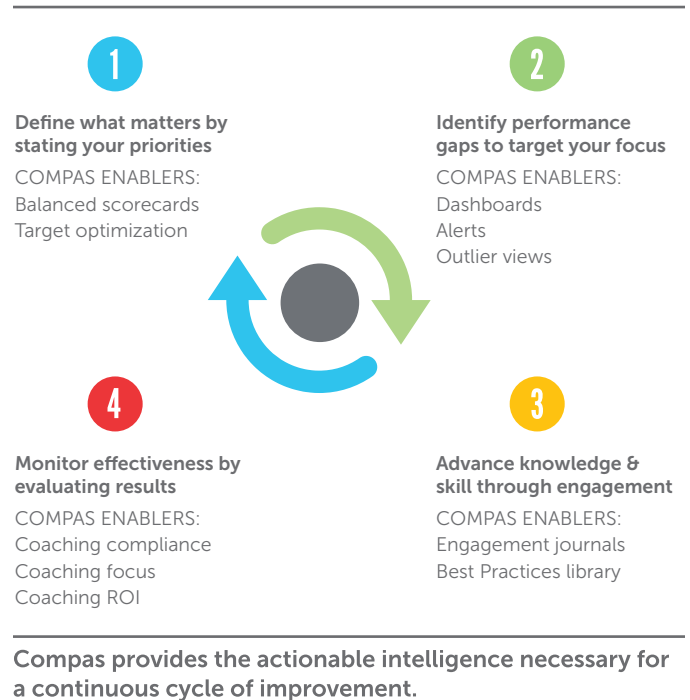
FAST AND EASY

Compas is simple to buy, configure, install, and learn.

As a hosted solution it can be yielding performance improvements within days.

KEY FEATURES:

- Integrated reporting on results, coaching activity, effectiveness and ROI
- Easy to use, personalized Dashboards from front-line performer and coach to top level executive
- Ability to link from Dashboard into detailed reports or performance coaching process
- Conveniently placed drill-downs expand views into performance triggers
- Eliminates ad-hoc reporting; commitment is transparent and locked-in
- Comparative Performance Intelligence enables coach and performer to act quickly and intelligently.
- Easily find best practices and highest yield activities across the organization, wherever they occur, to improve other areas.



“ Their Compas tool is straightforward to deploy and brings new power to front line agents and management. Compas is an extremely valuable tool. ”

VP Wireless Customer Operations
Major telecommunications company

Contact us for a no-obligation demonstration.

Call 1-866-486-7248 or email us at demo@orbitgroup.ca

