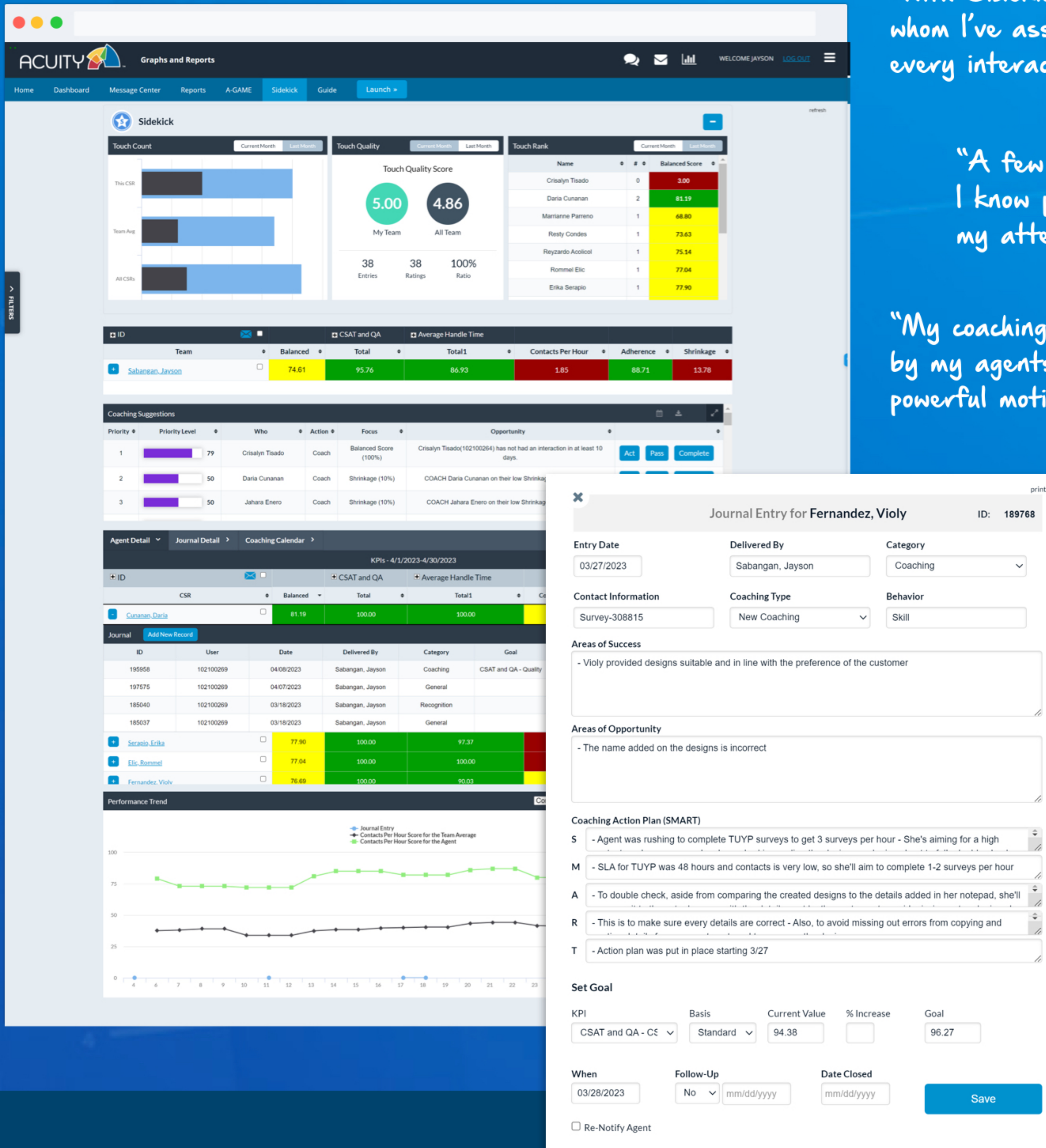# Sidekick
touchpoint one

Digital Ally for the Frontline Superhero

"With Sidekick, I know how, when, and whom I've assisted and the impact of every interaction."

"A few minutes with Sidekick and I know precisely where to focus my attention."

"My coaching sessions are rated by my agents! The feedback is a powerful motivator."

"Since using Sidekick, I coach, train, and mentor my agents more often and with a lot more confidence."

"Sidekick systemizes the critical agent support routines necessary for supervisors to develop productive relationships with agents and lead their teams to success. The addition of Sidekick to TouchPoint One's Acuity performance management platform equips our customer care and support organization with an intelligent, structured, and collaborative system that creates value throughout all levels of our business."

— Robert Camacho, Executive Vice President of Operations at Veyo.

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AI-powered coaching and support platform establishes agile team leader routines and engenders constructive bonds between agents, supervisors, and other support staff.

Key Features & Benefits

- ML generated "Best Next Action" guidance and interactive coaching plans cuts time to collect, organize, and study reports, limits data interpretation errors, and boosts supervisor productivity and support delivery performance.

- Tailored coaching, HR, and performance management forms and workflows ensure compliance with your proprietary business processes and third-party regulations.

- Supervisor journal logs and classifies all support interactions eliminating recollection and guesswork from the performance management process.

- Tips, guidance, and suggestions dynamically displayed within support workflows prompt and guide supervisors about best practices and techniques for effective coaching.

- Real-time support effectiveness scoring, and data visualizations illuminate supervisor impact on agent performance, retention, and satisfaction.

- Integrated agent acknowledgement, satisfaction rating and review system enables real-time accountability and insight to improve coaching support.

- Automated, extensible notification system for follow-ups, goal targets, gaps, and opportunities keep supervisors on track, engaged, and on schedule.

- Best practice modeling helps supervisors develop work routines and habits consistent with top-performing peers and provides managers with real-time intelligence to effectively guide, develop, and incentivize.

Supervisors don't need more reports and distractions. Just like the greatest super heroes, they want support, insight, and guidance from an intelligent, reliable, and trusted partner – they need a **Sidekick.** Contact TouchPoint One to schedule a demo today.