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Get performance insights at a glance with ‘Team Scorecard’

Amsterdam - October 5, 2020. Most customer support Team Leads today use a series of complicated dashboards and spreadsheets to assess and take action on their team's performance. Whilst these tools are meant to make performance assessment easier and more effective, they're often extremely time/resource costly, difficult to use, and inaccurate.

The time Team Leads are forced to invest in the tedious tasks of extracting and organizing this information could be better spent on their team's performance development.

That's why we're excited to announce Kaizo's **Team Scorecard**. The latest performance assessment feature, Team Scorecard makes it swifter and easier than ever to **compare, evaluate, and manage** your customer support team's performance. It saves Team Leads and CSM's hours on data entry every week and allows them to easily **monitor team performance, pinpoint problem areas, forecast, and prepare reports** all in one scorecard.

What is Team Scorecard?

Team Scorecard is the team management tool. The easy-to-use interface provides a detailed overview of customer support team's performance by aggregating and analyzing agents' data in real-time. The scorecard is completely customizable. It allows support managers to quickly switch between different teams, dates, metrics, and individual agents to view the exact data you need all in one place.

40% of workers spend at least a quarter of their workweek on manual, repetitive tasks like data collection, entry, and calculations. Customer support Team Leads are no exception.

We feel that pain. So that's why we automated this whole process and put it into one easy to use scorecard. **No need for technical onboarding, complicated dashboards, queries or spreadsheets.** Customer support managers can get their team's metrics in **one place in real-time.**

“Team Scorecard saves me 3-4 hours every week on metrics analysis. Now I can spend this time improving my 2nd line team’s operational processes”

— Ingmar Lodewijk – Quality Officer at NMBRS

Team Scorecard helps:

Team Leads: Increase operational capacity. The intuitive, out of the box tool requires no training, no dashboard building, and no data transfer. Meaning more time to spend on developing the team.

Heads of Support: Save time normally spent on coaching Team Leads on advanced skills needed for analytics tools.

Manage multiple teams from one single control center

With more and more companies extending their customer support efforts throughout multiple locations around the world, keeping on top of each team’s performance can be complicated.

Most managers require their team leads around the globe to manually generate performance reports, only receiving updates days later. By this time the numbers have often changed dramatically and can be subject to human error. This also leaves the time-consuming task of manually comparing and evaluating each team’s performance report to the manager.

With a single click, managers and Team Leads can **compare entire teams or individual agents based on metrics, channels, and time periods/zones**. Comparing and evaluating performance has never been so seamless. Team Scorecard allows Team Leads to see how each of their teams are performing in one place, in real-time.

“Before using Kaizo, the metrics we used for performance reports were not in real-time. So by the time I received a report, the numbers had changed. Now we don’t even need daily reports. I can check everything around the globe in real-time within seconds”

— Filip Telinoiu – QA & Training Team Lead at Tripaneer

Pinpoint performance problems in seconds

Often it can be hard to pinpoint exactly where you went right or wrong at the end of the month/quarter, when you are reviewing your team's performance. Sifting through endless sets of data to try and distinguish why, where, and how your team needs to improve can be difficult to nail down.

With Team Scorecard you can **segment your team's performance data into multiple categories** to ensure you easily locate where you need to improve based on metrics, channels and teams.

"Seeing 3 metrics side by side helps build a picture. We can understand correlations between certain metrics such as average response time & CSAT and drill in to see what we can work on to fix larger-scale problems"

— Mike Miner- Head of Customer Support at JustPark

Data-driven forecasting

Customer support is an industry of peak and trough periods. Some are predictable and can be planned for and others you can't see coming (like the pandemic we're facing now).

To be prepared, teams need to forecast properly. However, forecasting software can often be overly complicated and expensive.

Team Scorecard allows support managers to compare real-time and historical data in a matter of seconds. This makes it simple to **identify trends in ticket volume, comments per hour and other metrics** to discover which periods require more resources and which less. Staffing and hiring have never been faster, leaner or more data-driven.

"When we have a heavy backlog, it's super important to be able to quickly overview how our team is performing. With Kaizo we can track our comments per hour in real-time and use this for data-driven forecasting"

— Charles Damore- Global CC Ops Excellence Specialist at Marleyspoon

Kaizo, the top-rated, unified, and actionable Workforce Performance Management (WPM) platform covering the entire customer support life-cycle.



Kaizo