

HostYo New Hire analysis will consist of:

- Agent survey
- Management survey
- Focus group(s)
- Raw call disposition data
- Work Force Management (WFM) Key Performance Indicators (KPI) data

Surveys

We would like to submit a survey to all Web Advisor level 1 (WA 1) agents and a parallel survey to coaches and managers to ask them a series of questions about their jobs. These questions are meant to be part of an anecdotal analysis of how they perceive their role, expectations, and call experience. This will be compared to the raw data from call dispositions and WFM KPIs to discover opportunities and accuracies between what is measured and what is experienced. This information will be used to support the design and development of the New Hire redesign we are currently working on.

Agent survey

The agent survey will be anonymous with a final question asking if they would like to be considered for inclusion in a focus group regarding their work experience. More will be explained in the **Focus Groups** section.

1. How long have you been in your position?
2. What are three things about your job that you know now that you wished you had known before you were hired?
3. On a scale of 1-5, how prepared for your job do you feel you were once you finished OJT?
4. Did the classroom part of training reflect your experience in OJT? Please give us three examples of how or how not it did.
5. What three things do you feel were missing from training that you learned after OJT?
6. What three things do you feel were in training that helped prepare you best for your job after OJT?
7. What do you believe are the five top calls types you receive in a week?
8. What three call types do you believe you handle very well?
9. What three call types do you believe you struggle with most?

10. What three things do you wish you had more training time with before you went to OJT?
11. On a scale of 1-5, how clear were management expectations for you before you left OJT?
12. What three things about management expectations do you wish you had known before leaving OJT?
13. If you would like to be considered for a focus group, please put your email address in the box below. These focus groups are confidential and are used specifically to improve training and discover opportunities to better our training products.

Management survey

1. What is your title?
2. How long have you been in your position?
3. What are three things you wish new employees knew before they were hired?
4. On a scale of 1-5, how prepared for their job do you feel new agents are after OJT?
5. Do you believe the classroom part of training prepares the new agent for OJT? Please give us three examples of how it did or it did not.
6. What three things do you feel were missing from training that you believe agents learned after OJT?
7. What three things do you feel are in training that helped prepare new agents best for their job after OJT?
8. What do you believe are the five top calls types received in a week (not actual stats, but your impression)?
9. What three call types do you believe agents handle very well?
10. What three call types do you believe agents struggle with most?
11. What three things do you wish agents had more training time with before they went to OJT?
12. On a scale of 1-5, how clear are management expectations for new agents?
13. What three things about management expectations do you believe are not well communicated to agents before or during OJT?
14. If you would like to be considered for a focus group, please put your email address in the box below. These focus groups are confidential and are used specifically to improve training and discover opportunities to better our training products.

Focus Groups

Once the survey is closed, we will analyze the data and develop questions for the focus groups. We would like to have several five person focus groups where we will ask for additional information based on opportunities and successes we discover, in relation to the management surveys and raw data analysis.

We will use the information from these focus groups to best determine how to further develop the things that work in training and better develop training to bridge in gaps discovered.

These focus groups will be confidential and will be used only for analysis of how best to design and develop the new hire training program. No names will be associated with responses, and criticism of individuals or the company will be allowed. These focus groups will be specifically about how to make sure that management expectations are clear and communicated, and that new agent competency is as high as possible.

Call disposition data

This data will be used to compare to the anecdotal information received from agents and managers. People tend to remember the aberrations of experience more often than the norm. Comparing anecdotal information to raw call dispositions will give us a clearer picture of agent experience as well as provide insight to call dispositions that may be too generalized or ambiguous.

Workforce Management KPI data

This data will help us level set and compare call disposition data with agent anecdotal data. By comparing KPI data with the agent tenure and call type, we will be able to see what calls are handled more effectively with longer exposure to work experience.