calltower

Teams Contact Center

AI Supervisor Assist and AI Agent Evaluator

Best Practice Guide

AI Supervisor Assist Best Practices

This guide provides supervisors with a comprehensive overview of AI Supervisor Assist and AI Agent Evaluator. Our goal is to equip you with the knowledge to leverage these features effectively, ensuring you can maximize their benefits for real-time coaching, agent support, and overall performance improvement.

What is AI Supervisor Assist?

AI Supervisor Assist gives Contact Center supervisors real-time tools to coach more effectively, recognize strong performance as it's happening, and step in when calls need support — all while complementing your existing post-call review process.

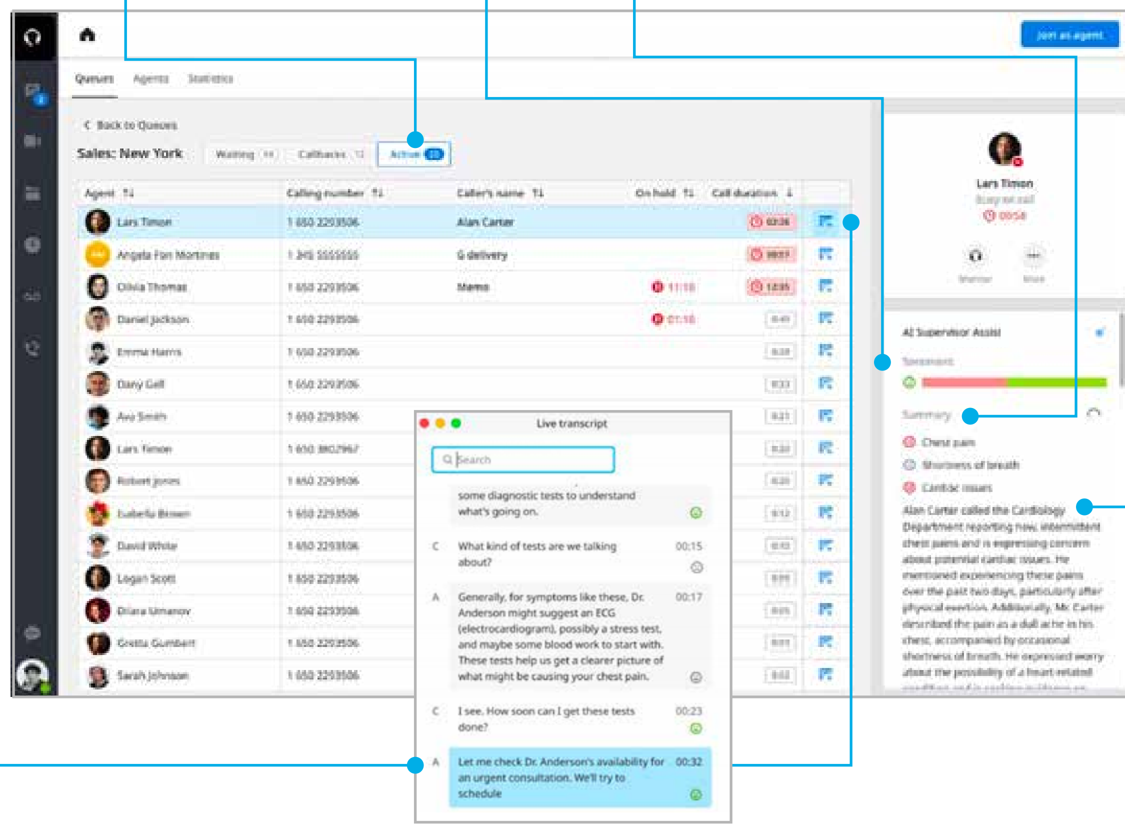
With features such as live sentiment monitoring, call transcription, AI-powered summaries, queue insights, and in-call feedback tools (such as whisper and UC Chat), it helps supervisors take action during live interactions and reinforce learnings afterward.

Live, evolving sentiment helps supervisors know when to step in—whether to address an issue or acknowledge strong agent performance.

Supervisors can preview what's happening with real-time summaries before deciding to monitor or join.

On the queue dashboard, supervisors can view Real-time AI Insights on the Active calls tab.

Supervisors see live call topics with sentiment to quickly assess conversation focus and urgency.



At any point during the interaction, supervisor can search a live call transcript by clicking on the Transcript button.

Real-Time Queue Insights

Supervisors gain crucial real-time queue insights from the Real-Time Monitoring page. Key metrics such as hold times, call volumes, and call durations instantly highlight staffing gaps, workflow issues, or coaching needs.

What to look for:

- Spikes in average hold time or call duration on specific queues.
- Agents who are consistently handling longer calls than their peers.
- Sudden shifts in queue volume — either building unexpectedly or dropping off.
- Queues with little activity during peak hours, which could indicate routing issues.

What it Means:

- Long hold times or rising call volumes can signal staffing gaps, high call complexity, or workflow issues.
- Consistently long call durations may point to coaching needs, poor process adherence, or unclear guidance.
- Sharp drops in call activity might indicate a technical problem, misconfigured routing, or a reporting issue.
- Idle queues during busy periods could mean uneven workload distribution or incorrect skill assignments.

How to Act on it:

- Shift agents between queues in real time to reduce wait times and balance workload.
- Check longer calls to identify whether agents need product support, clearer scripting, or process training.
- Monitor underused queues to diagnose routing or availability issues quickly.
- Use queue-level data to spot coaching trends (e.g., one team consistently resolving faster) and replicate successful behaviors across the organization.
- Pair queue data with sentiment and summary trends to triage where supervisor attention is most needed.

Live Sentiment Analysis

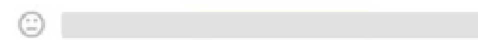
Live Sentiment Analyis gives supervisors real-time insights into the call's emotional tone. It uses AI to analyze the words and tone customers use, updating the sentiment throughout the conversation. Supervisors can see which interactions are turning negative and prioritize where to focus their attention. This helps protect customer satisfaction and ensures agents get timely support.

Declining Sentiment

(Green to Red)

Sentiment Recovery

(Red to Green)



Neutral Sentiment

(Sustained Grey)

What to look for:

Each call displays a sentiment color that updates in real time:

- **Green**
  Indicates positive, cooperative language from the customer.
- **Red**
  Suggests frustration, confusion, or negative sentiment.
- **Grey**
  Signals neutral or unclear language — typically at the start of the call or when the system is unsure.

What it Means:

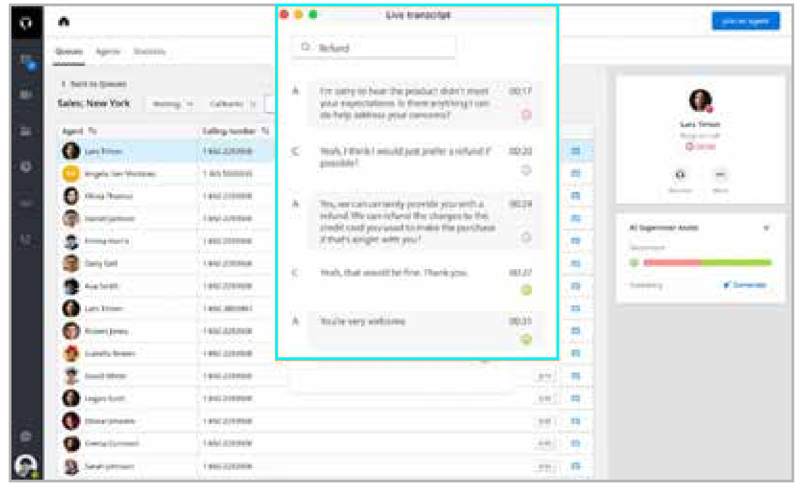
- Long hold times or rising call volumes can signal staffing gaps, high call complexity, or workflow issues.
- Consistently long call durations may point to coaching needs, poor process adherence, or unclear guidance.
- Sharp drops in call activity might indicate a technical problem, misconfigured routing, or a reporting issue.
- Idle queues during busy periods could mean uneven workload distribution or incorrect skill assignments.

How to Act on it:

- **Don’t just chase the red calls.** Some of your best coaching opportunities are in red-to-green recoveries — use these as examples of what good sounds like.
- **When sentiment shifts,** check the live transcript to understand what triggered it. Was it something the agent said? A policy explained clearly?
- **If red sentiment persists** without agent response, use **whisper or chat** to suggest clarifying questions, empathy statements, or escalation paths.
- **Since all calls are recorded,** consider flagging red-to-green recoveries as **training examples to share with new hires or for peer learning.**

Live Transcription

Live transcription provides a real-time, searchable record of every call, clearly distinguishing between the agent and the customer so you can track each side of the conversation independently. Every statement is tagged with sentiment—positive, negative, or neutral—allowing you to quickly assess tone and emotional shifts throughout the interaction. Because the transcript is indexed and time-stamped, supervisors can easily search for specific keywords, customer concerns, or agent behaviors. This level of visibility makes it easier to review key moments, coach agents more effectively, and identify patterns that may impact customer experience or compliance.



What to look for:

In Support Environments

- **Repeated customer questions** indicates positive, cooperative language from the customer.
- **Policy terms or trigger words** like “refund,” “cancellation,” or “supervisor” — often signal calls that may escalate.
- **Gaps in agent responses —** long pauses or repeated filler language can indicate agent u ncertainty or hesitation.

In Sales Environments

- **Objections in the customer’s language —** look for mentions of price, timing, or existing vendors.
- **Missed buying signals —** phrases like “how soon could we start?” or “what’s the next step?” that go unacknowledged.
- **Leading questions from agents —** the difference between discovery and pitching too early is often visible in how questions are framed.

In General

- **Sentiment shifts in context —** pair what’s happening in the transcript with live sentiment changes to understand cause and effect.
- **Unusual call flow —** customers driving the conversation or agents backtracking may indicate coaching opportunities.
- **Searchable moments —** leverage the transcript’s search to zero in on high-risk or high-value calls without listening live.

Live Transcription

What it Means:

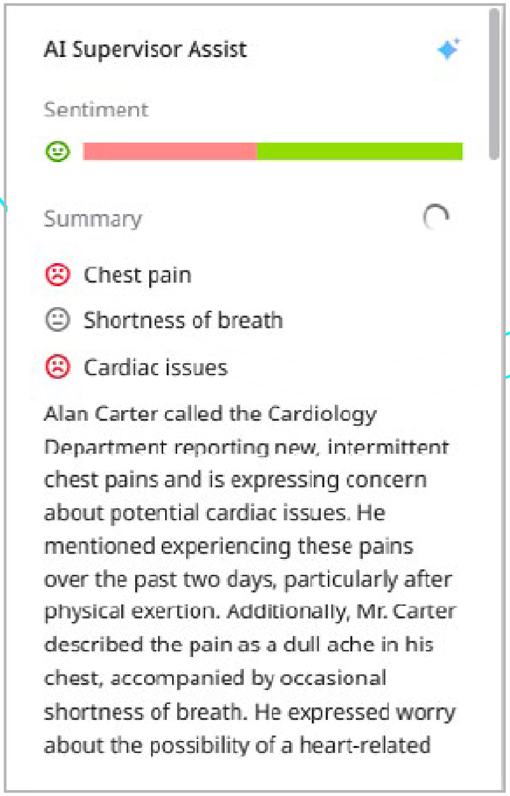
- Repetition signals confusion — the agent may not be explaining themselves clearly.
- Keywords often indicate escalation risk or common support scenarios.
- Pauses and fillers can point to agent uncertainty or lack of confidence.
- Ignored buying signals = missed sales opportunities.
- Transcripts paired with sentiment show not just what was said, but how it landed.

How to Act on it:

- Whisper or chat if the agent is fumbling through a policy or missing customer intent.
- Note strong explanations or effective objection handling for reuse in coaching.
- Use real-time search to scan multiple live calls for high-risk language or training moments.
- Post-call, clip and annotate transcript sections to provide specific, contextual feedback.
- Share well-handled segments where agents turned confusion into clarity or pushback into progress — these are strong peer coaching moments.

AI-Powered Call Summaries

Mid-call summaries in AI Supervisor Assist give supervisors real-time insight into ongoing conversations without needing to join or monitor every call. These summaries highlight what's been discussed so far, keeping supervisors informed of key developments as they happen. In addition to the running summary, the system automatically tags the call with relevant topics—such as billing, cancellations, or technical issues—and attaches sentiment to each, so supervisors can quickly assess the tone and nature of the conversation. This enables more proactive support, faster intervention when needed, and a clearer picture of what's driving customer interactions across the team.



What to look for:

- Besides getting immediate context of the conversation, look at the associated topics and whether sentiment is clustered around one topic (e.g., all red under "billing") or spread across multiple topics.

What it Means:

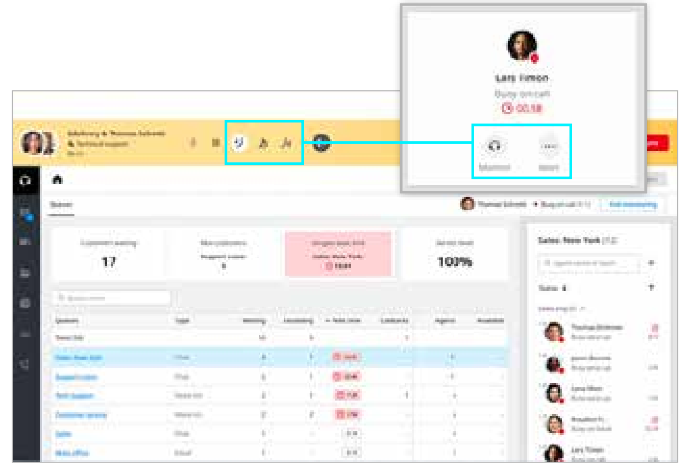
- If only one topic is negative and others are neutral or positive, the agent may be doing a good job isolating and de-escalating that issue — a strong coaching example.
- If all or most topics are negative, the call likely reflects broader dissatisfaction — possibly tied to agent performance, tone, or multiple breakdowns in process.

How to Act on it:

- Prioritize calls with multiple negative topics for live monitoring or post-call coaching.
- Share calls where agents contain and turn around a negative topic while maintaining a positive tone on others — these are powerful best-practice moments.
- Use topic-level sentiment to guide coaching — you'll know exactly what the issue was and how it was handled.

Chat, Whisper, Barge (Live Agent Guidance Tools)

With AI Supervisor Assist, supervisors have multiple tools to support agents in real time. Monitor lets them listen in on active calls without the customer knowing, while Whisper allows the supervisor to coach the agent privately during the call. If needed, they can Barge into the conversation to speak with both parties directly. For added flexibility, supervisors can also send private messages to agents using integrated chat through our UC platform—ideal for quick guidance without disrupting the flow of the call. Together, these features help supervisors stay connected, provide timely support, and maintain quality across customer interactions.



What to look for:

- Calls where the agent pauses frequently, uses vague phrasing, or seems unsure.
- Repeated customer questions or statements such as “I don’t understand, “you’re not hearing me,” or “this is frustrating”.
- Missed escalation cues or non-responses to sentiment drops.
- Agents clearly handling difficult calls well — not just the ones who are struggling.

What it Means:

- Pauses and filler language often point to uncertainty, especially with new or less confident agents.
- Providing mid-call support for strong performance (e.g., a well-handled objection or clear explanation) reinforces good habits, not just fixes problems.
- Whisper and chat allow you to course-correct in real time, but how and when you use them affects agent confidence.
- Customer repetition or tone shifts suggest the agent may need help clarifying policy, defusing tension, or regaining control.

How to Act on it:

- Use Whisper for quick, in-the-moment corrections or reminders when tone or confidence wavers.
- Use UC Chat when agents need links, more detailed phrasing, or reference info they can read and use live.
- Avoid overusing either — micromanagement mid-call erodes agent trust.
- Highlight positive use cases, too: whispering “Great explanation — stay with that” or following up via chat with “That was a perfect way to frame it” reinforces the right behaviors.
- After the call, review which interventions had a positive effect — especially if sentiment improved or the call resolved successfully.

Post-Call Evaluation & Coaching (AI Agent Evaluator)

AI Agent Evaluator gives supervisors the flexibility to review and score calls more efficiently—whether automatically assigned based on predefined keywords or manually selected for closer inspection. Supervisors or admins can configure rules to flag a percentage of calls that mention specific terms or phrases, ensuring priority conversations are reviewed. Each evaluation includes a full transcription with sentiment tagged per statement, keyword highlights aligned with business goals, and a breakdown of evolving sentiment from the agent, customer, and overall. To support coaching and performance tracking, it also presents key metrics like talk-to-listen ratio and words per minute. This gives supervisors a clearer, more consistent view of agent performance—without the need to comb through every recording.

Evaluations: Supervisor View

Evaluator Name

Interaction Date

Easy filter dropdown menus

Create External Evaluation Button
Evaluate an employee based on activity done outside of the Contact

Search for specific evaluations

List of agents being evaluated

Additional Evaluation information

Acknowledgment
Track whether frontline users have reviewed the evaluation feedback and either agree or disagree with the final evaluation results

Type of Evaluation
Distinguish between Inbound / Outbound Interactions or External Evaluations

Sentiment Analysis powered by Interaction Analytics and Artificial Intelligence (AI) Save time and quickly identify and evaluate the conversations that matter most to your supervisor and admins based on sentiment scores of recorded interactions or transcribed conversations

Template Type
Create, duplicate an evaluation template of your choosing

Evaluation Status
Know instantly whether a frontline user's evaluation passed, failed, or is in progress

Collaboration
See the status of evaluation results sent to a frontline user to review

Post-Call Evaluation & Coaching (AI Agent Evaluator)

Grading Templates

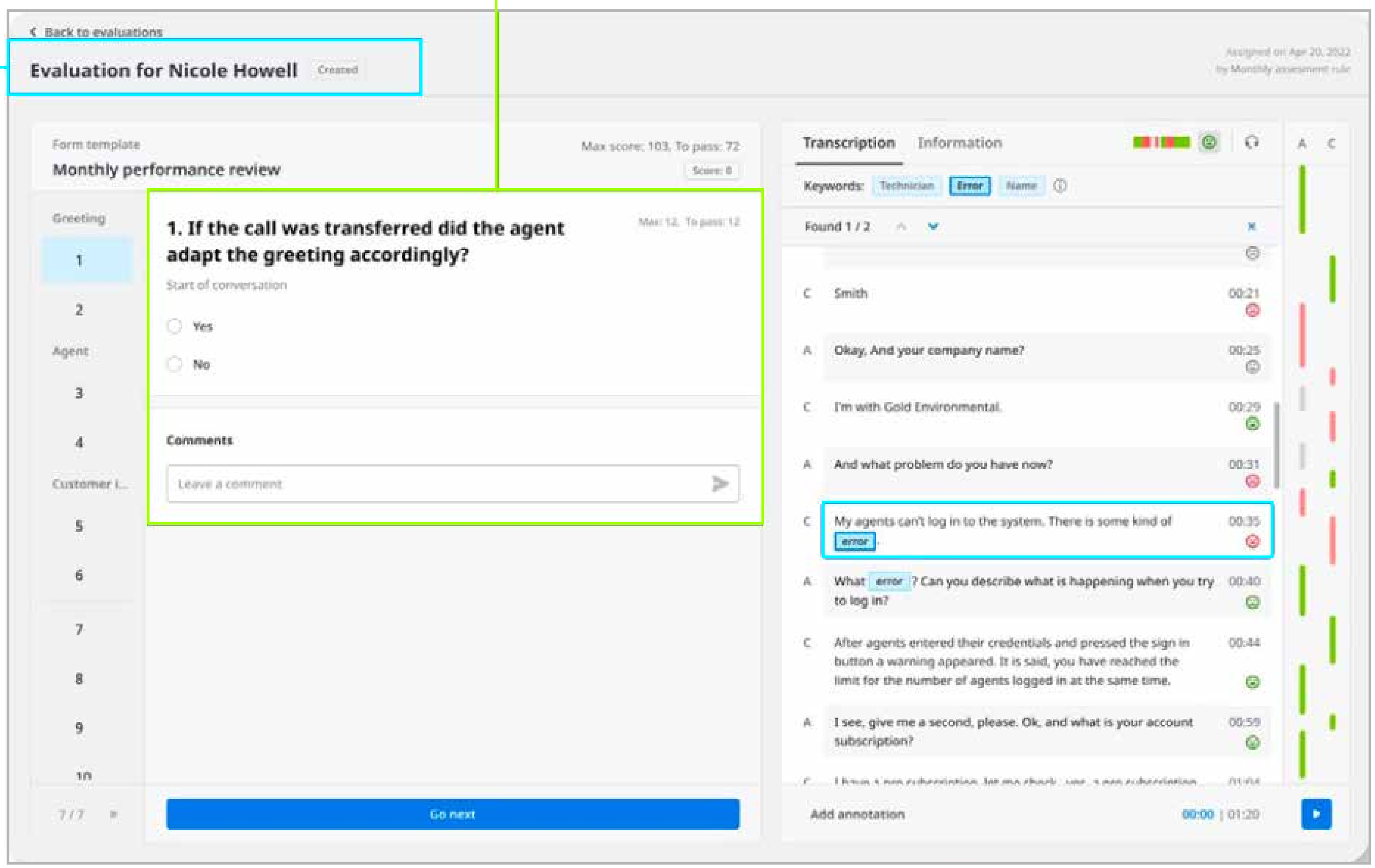
Grading Templates are predefined sets of criteria used to evaluate agent performance. These templates can be customized to fit the specific needs of the contact center.

Collaborate to stay on the same page

Collaboration involves both the evaluator and the agent under evaluation. This process allows multiple evaluators and a single agent to communicate through comments on any or all the evaluation questions.

Evaluations to Improve Customer Service Levels

Customized Evaluation Templates:
Create new forms, clone forms, and set up multiple forms, Types of questions consist of Yes/No questions, multiple choice, and rating systems.



Post-Call Evaluation & Coaching (AI Agent Evaluator)

Interaction Analytics

Evolving Sentiment Analysis

Tracks sentiment changes for both the agent and customer throughout the interaction. Categories include Overall, Agent, and Customer sentiment.

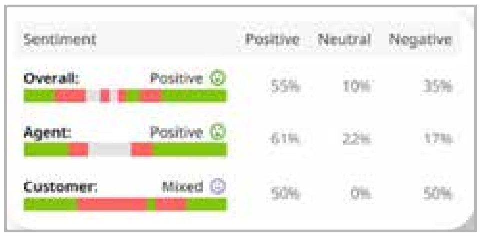
This feature is invaluable for supervisors, enabling them to better under-stand conversation sentiment, identify coaching opportunities, and highlight best practices.

In this scenario:

Overall Sentiment:
Tends toward neutrality

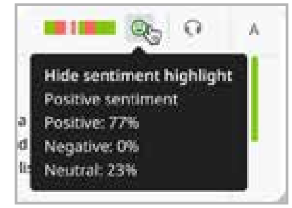
Agent Sentiment:
Remains consistently positive

Customer Sentiment:
Initially expresses dissatisfaction but later transitions to a positive



Overall Sentiment Analysis

Provides a summary of the emotional tone of a conversation, categorizing it as positive, negative, or neutral. Supervisors can view a percentage breakdown byhovering over the icon.



Agent Performance

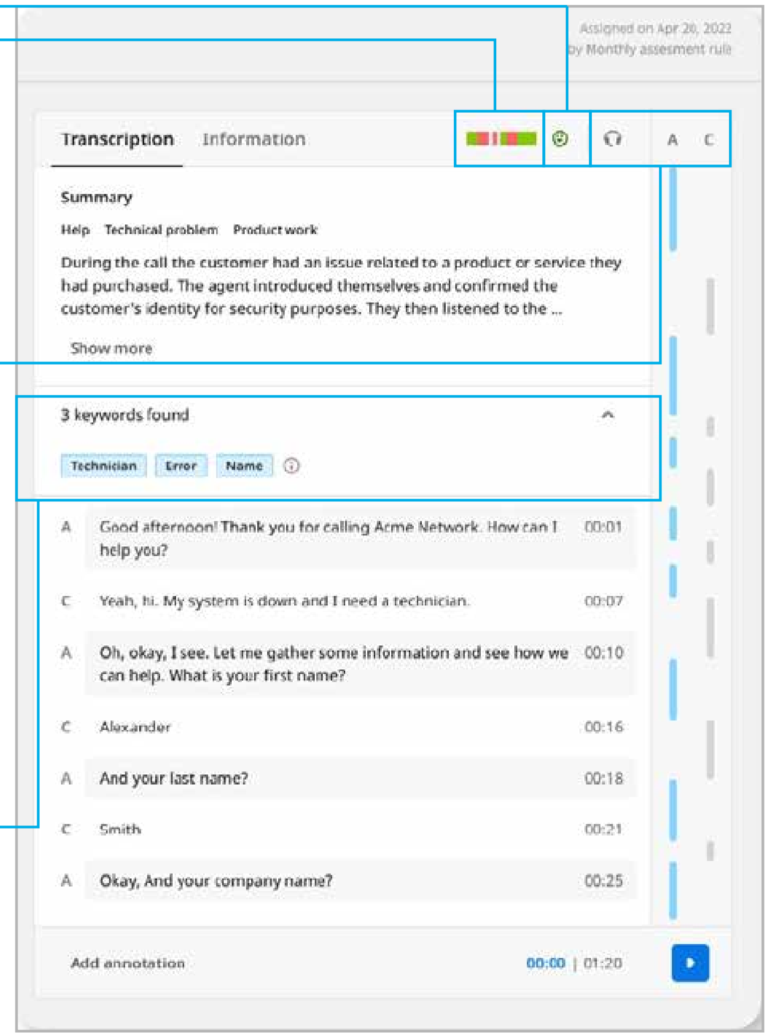
Headset Icon: provides a quick snapshot of key agent performance metrics.

Talk/Listen Ratio

Measures the balance between an agent's speaking time and active listening during interactions, presented as percentages like 54/46. It helps supervisors assess engagement levels for both inbound and outbound calls.

Words per Minute (WPM)

Indicates an agent's speaking speed, crucial for ensuring customer understanding and maintaining optimal call handle time.



Keywords Finder

Enables supervisors to monitor specific keywords. For instance, by inputting the keyword "Error," the AI Agent Evaluator can pinpoint transcriptions that contain this term. Clicking on a keyword displays all instances within the transcript, allowing for an in-depth review of the context and results of these interactions.

Post-Call Evaluation & Coaching (AI Agent Evaluator)

What to look for:

- Calls that were auto-assigned based on keyword presence (e.g., “cancel,” “escalate,” “refund”).
- Agents who consistently underperform on specific scorecard categories, such as soft skills, resolution confidence, or policy adherence.
- Speech patterns like talk speed that regularly exceeds ~160 words per minute (above the recommended 140–160 WPM for conversational clarity).
- Talk vs. listen ratios skewed heavily toward the agent — such as 80/20, where effective conversations are typically closer to 60/40 or even 50/50 depending on the call type.

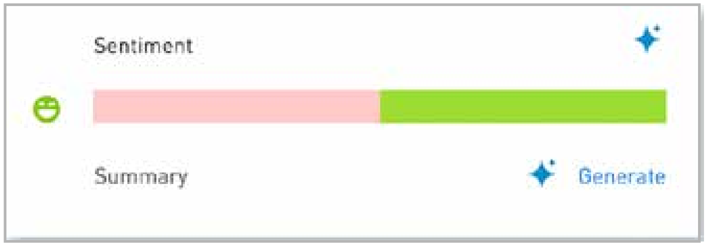
What it Means:

- Keyword-based assignment helps you surface high-risk or high-interest calls across the team without reviewing everything manually.
- Repeated misses on certain evaluation categories often point to a coaching opportunity tied to confidence, product understanding, or soft skills.
- Faster-than-average talk speed may indicate rushing, nervousness, or a lack of confidence.
- A lopsided talk ratio suggests the agent may be dominating the call or missing cues to listen and clarify, especially problematic in support and consultative sales roles.

How to Act on it:

- Focus coaching on recurring evaluation issues that align with your team’s goals (e.g., clarity, tone, or resolution skills).
- Use calls with keyword-based assignment to deliver targeted, relevant coaching, especially when paired with real-time observations.
- Address talk speed and ratio trends during 1:1s — these are easy to adjust and can drive immediate improvement in customer understanding and satisfaction.
- Add timestamped annotations to the transcript so agents can see exactly where the behavior occurred — this grounds feedback in context and makes it easier to act on.
- Track these metrics over time to show progress, set expectations, and reinforce behavior changes that stick.

Best Practices: Things to Keep in Mind



Tip: AI Supervisor Assist is here to support you in making every supervisor your best supervisor, leading to a more efficient, effective, and customer-centric contact center.

Do's

- **DO:** Proactively monitor real-time sentiment cues to identify at-risk customer interactions and provide timely agent support.
- **DO:** Use direct agent communication tools (UC chat/whisper) to provide immediate and effective coaching during live calls.
- **DO:** Validate AI-generated information with your own expertise to ensure accuracy, especially in complex situations.
- **DO:** Analyze real-time queue data to make informed decisions about staffing and resource allocation.
- **DO:** Provide constructive feedback to agents based on AI insights, focusing on skill development.

Dont's

- **DON'T:** Rely solely on AI sentiment analysis without considering the broader context of the conversation.
- **DON'T:** Micromanage agents; instead, use AI insights to provide helpful guidance and support their development.
- **DON'T:** Ignore direct communication from agents who may be requesting assistance.
- **DON'T:** Assume AI-generated summaries are always 100% accurate; always use your judgment.
- **DON'T:** Use live monitoring in a way that undermines agent trust; focus on ethical and constructive use.

+ Questions? Contact Us Today!