Running a coaching session

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Reader group: Supervisors

In a live knowledge base, only signed-in supervisors and QA analysts would see this page. It's public in this demo so you can explore.

Minutes	What happens
0 to 3	Check in. How are they doing, really?
3 to 8	Listen to one call together. The agent goes first: what went well?
8 to 13	Pick one behavior to improve. Just one.
13 to 18	Practice it: role-play the moment from the call.
18 to 20	Agree on a goal and when you'll check in. Log it in the QA portal.

Start and end with something specific the agent did well. Agents who feel coached, not judged, stay longer.