

SenseiCX

Call Performance Training

SenseiCX is a proven program that helps your sales and support teams master the art of conversation.



CX Training as a Service

Interactions between your team and your customers can mean the difference between success and failure. Even in today's digital environment, many customer interactions end up in a phone call.

SenseiCX ensures your team delivers a great customer experience. Our call coaching experts:

- ✓ Listen to calls
- ✓ Train your staff on proper techniques – not call scripts
- ✓ Instill lasting improvements in call performance

Best of all, we do the work, so you don't have to. Think of it as CX Training as a Service!

Experience TotalCX

SenseiCX Call Performance Training is a component of the TotalCX Customer Experience Platform, which combines the best of technology and people power into a smart revenue engine.



Mentor Your Sales & Support Teams to Drive Revenue & Retention

✓ Science-Backed Methodology

Our training programs are based on deep social science research and psychology.

✓ Transparent Positive Feedback

With constructive feedback, agents improve interactions in the shortest time possible.

✓ Scored Interactions

Every agent call with customers is scored to track gains and opportunities for improvement.

✓ 100 Percent Tracking

All inbound and outbound call metrics are monitored and measured for full accountability.

✓ Monthly Recurring Training

We deliver an ongoing regimen to change call-handling behaviors and instill best practices.

✓ Individual Agent Reports

Employee report cards track performance and progress over time.

✓ Automated Reporting

Managers receive daily, weekly and monthly automated reports tracking agent progress.

✓ Expert Sales Coaching

Our team teaches your front-line staff on prospect rebuttals and handling objections.



Get Ready to Master Customer Interactions with SenseiCX