iterum

i.Coach

AI-Enabled Training, Coaching & Performance

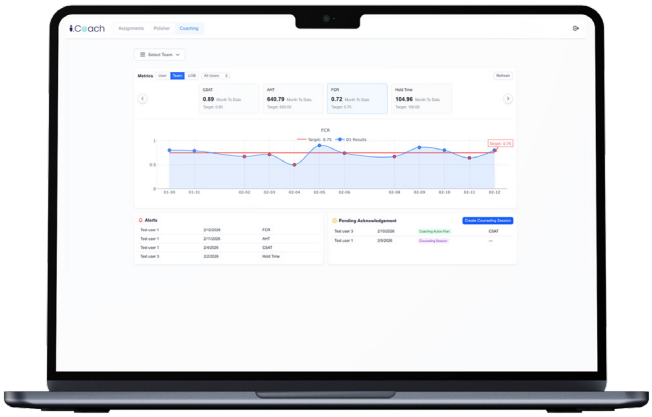
Embedded Directly into Iterum Contact Center Services

Traditional Contact Center

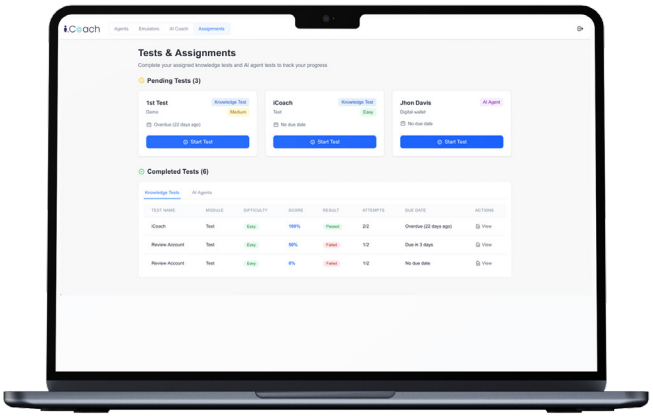
- High hold times and cost-per-call
- Long training ramp-up times for complex programs
- Inconsistent training and fragmented knowledge
- Supervisors overwhelmed by data but short on insight
- Performance varies during peak seasons
- Chronic agent turnover
- Sagging customer satisfaction

i.Coach-Enabled Contact Center

- Reduced hold times and cost-per-call
- Rapid agent proficiency
- Improved service
- Ability to manage seasonal surges without adding staff
- Dashboards and reports provide insight
- Talent retention boost
- Improved customer experience and CSAT



The supervisor's dashboard displays key performance metrics and coaching in progress.



The assignments screen displays the status of assigned training and learning modules.

What is i.Coach?

Iterum Coach is Iterum Connection's **AI-powered training and performance enablement solution embedded** directly into outsourced contact center services with modules for:

- **AI-Powered Training Role-Play:** agents learn by practicing real scenarios with an AI Agent acting as a brand customer, providing realistic and dynamic practice scenarios
- **Assessments & Continuous Validation:** knowledge checks ensure policies, procedures and updates are understood and retained
- **AI-Assisted Coaching:** performance trends trigger targeted recommendations for agents and supervisors—before issues escalate
- **Knowledge & Workflow Support:** agents access the right documents, policies and workflows in real-time
- **Performance Visibility:** agents and leaders see progress, proficiency gaps, and improvement opportunities through intuitive dashboards

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Outcomes, Not Just Data

Iterum Coach is designed to deliver these outcomes:

- Up to **50% improvement in time to proficiency**
- Up to **20% reduction in training time**
- Up to **20% time savings** for supervisors and managers
- **30%+ improvement in QA and CSAT**
- Up to **25% reduction in attrition**
- More **consistent service levels during peak demand**
- **Higher agent engagement** through clearer expectations and feedback

The Big Picture

Dedicated human agents are better at their jobs and happier doing them when they receive effective coaching and training. Customers experience faster and more satisfying resolutions.

Iterum clients can take advantage of the standard version at **no extra cost** as part of our commitment to innovation, excellence and high-quality results for our customers across industries.

i.Coach Options

Embedded Plan

Every Iterum client benefits from Iterum Coach Embedded at **no additional cost.**

- AI-generated performance analytics and assessments
- AI-powered coaching for faster proficiency and ongoing improvement
- Real-time knowledge and documentation support
- Continuous learning and performance visibility

This foundation ensures consistent quality and readiness across programs. Content is tailored to each client's requirements.

Premium Plan

Option designed for highly complex and/or regulated environments.

- Advanced training simulations and emulators
- Speech and sentiment-aware practice scenarios
- Deeper performance analytics and coaching workflows
- Enhanced AI capabilities for knowledge management

Iterum Coach Premium is ideal for programs with long ramp-up times, strict compliance requirements, or high service complexity.

Get an i.Coach Demo Today

Experience the impact of Iterum Coach on your contact center operations: better-trained agents, more confident supervisors, more predictable performance, and customers who experience faster, more accurate, and more human resolutions.

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