

Copart is Transforming Their Call Center with LevelEleven's Coaching Tools



"My job would be a lot harder without LevelEleven. It's a great way to refine performance and maintain team morale."

Scarlett Duque

Quality Assurance Audit Supervisor
Copart

The Challenge:

- As the premier source for online vehicle auctions, Copart's quality assurance team fields upwards of 650 calls from customers each week.
- With a standard set of questions and protocols to follow on each call, they needed a way to track and measure agents' performance.
- They also needed a reliable way to provide feedback and coaching based on individual agents' call behaviors.

Why LevelEleven?

- **Transparent KPIs:** Scorecards enable Copart to align on key metrics and grade agents based on their performance on each call.
- **Actionable insights:** supervisors get real-time visibility into their agents' call behavior and can implement feedback on the spot using Coaching Notes.
- **Visibility into performance:** easy access to performance data within Salesforce enables weekly reports for supervisors and leadership.

The Results

- ✓ **Higher quality calls:** by measuring and coaching agents on their performance, Copart has improved the quality of their customer calls.
- ✓ **Increased accountability:** agents have a clear understanding of expectations and know how their performance is being evaluated.
- ✓ **Streamlined workflows:** supervisors can easily monitor agents' behavior, grade calls, share feedback, and deliver coaching — all in one place.