

Welcome to Stella Connect!

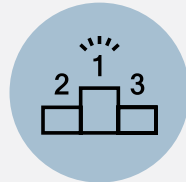
We're excited that your company has chosen to start using Stella Connect – welcome to the family! Here's what you can look forward to:



Read positive feedback about your performance directly from your customers



Get helpful suggestions for areas where you can continue to improve



Compare your performance to other members of your team



Easily keep track of your progress in 1:1s with your manager



Get access to QA reviews as soon as they're completed

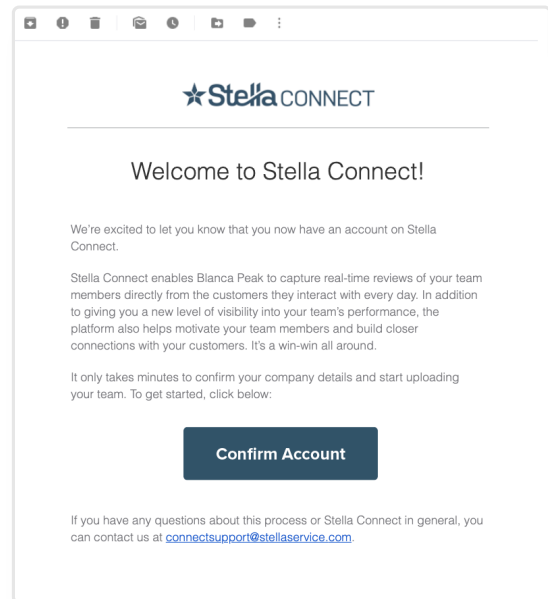
Getting started with Stella Connect couldn't be easier. In this brief guide, we'll walk you through the steps you need to take. Have questions? Simply ask your manager who will be able to help.



Getting Started

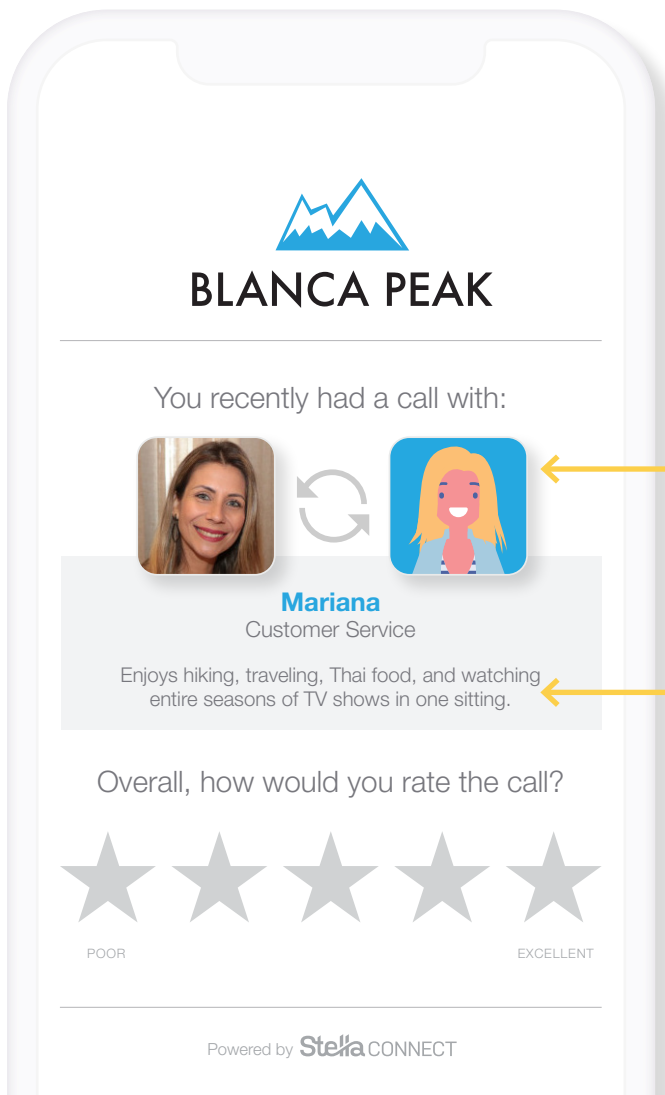
Setting Up Your Profile

By now, you should have received a welcome email with instructions on setting up your Stella Connect profile. This is the profile that you will use to collect feedback from customers. Didn't get the email? Your account administrator can help.



Creating Your Stella Connect Profile

There are two quick and easy steps to setting up your Stella Connect profile:



Upload a Picture

Including a picture increases the number of people who respond to your feedback requests. Your picture could be an image of you at work, an avatar, or an image related to your company. Be sure to speak to your supervisor to see if there is a particular style of image they would prefer you to use.

Write Your Bio

Your bio is a brief description of you that will appear in feedback requests sent to customers. Your bio helps highlight your personality and enables you and your company to build closer relationships with customers, so make it fun and engaging! You might want to mention your hobbies, or maybe the favorite product or service that your company offers.



Seeing Your Feedback

Your picture is uploaded, your bio is complete and you're starting to send out feedback requests. Now the fun really starts! When you login to Stella Connect, you'll be taken directly to your feedback stream. This stream shows feedback and additional details about the service experience you receive from your customers. This feedback will flow in throughout the day, so check back often.

The screenshot displays the Stella Connect interface with the following components:

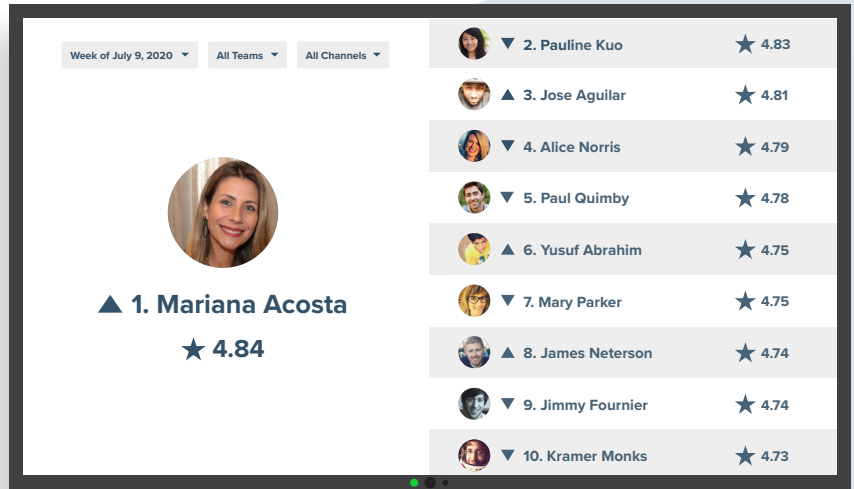
- Navigation:** StellaCONNECT, STREAM, TRENDS, LEADERBOARDS, QA.
- Performance Over the Last 30 Days:**
 - Percent Positive: 95.3%
 - Rating: 4.78 AVERAGE
- Customer Reviews:**
 - Review 1 (March 14, 2019): 5 stars. Text: "Maria was able to provide me with a solution to a problem - my daughter's new pants were too long. I learned that Blanca Peak provide..."
 - Review 2: 4 stars. Text: "Was amazing and so helpful, I was having trouble completing my order with paypal and she took the time to look into the order and help me complete it. Gave great customer service and went above and beyond to make sure I was satisfied before ending our convo."
 - Review 3: 3 stars. Text: "My issue wasn't resolved. Please help me!"
- Filter Responses:**
 - Search: Search comments or IDs
 - Channels: Phone (checked), Chat, Email
 - Rating: 5 stars (checked), 4 stars, 3 stars, 2 stars, 1 star
 - Additional question: Filter by question...
 - Tags: returns, product, store, shipping, sizing, billing, peak rewards, promos, pomos
 - Comments: Yes, No
- Review Details (for the 4-star review):**
 - Areas of Excellence: Problem solver, Patient, Efficient, Above and beyond, Focus on my needs
 - Passive: 5 (How likely is it that you would recommend Blanca Peak to a friend or colleague?)
 - Resolved: Yes (Were we able to resolve your issue today?)
 - Scale: 8 (How likely is it that you would recommend Blanca Peak to a friend or colleague?)
 - Multiple Choice: Outerwear (What types of new clothing products would you like to see from Blanca Peak?)
- Review Details (for the 3-star review):**
 - Areas of Improvement: Friendliness, Knowledge, Professionalism, Clarity, Effort, Other
 - Detractor: 3 (How likely is it that you would recommend Blanca Peak to a friend or colleague?)
 - Not resolved: No (Were we able to resolve your issue today?)
 - Scale: 2 (How likely is it that you would recommend Blanca Peak to a friend or colleague?)
 - Multiple Choice: Outerwear (What types of new clothing products would you like to see from Blanca Peak?)



How Do You Compare?

Like a bit of friendly competition? Click on 'Leaderboards' in the top navigation and you can see the top performers in your team and your company overall. Leaderboards are updated hourly, so the top spot will change often.

Pro Tip: Leaderboards are optimized for display on monitors so ask your manager to put them up around your contact center!



See Trend Data Over Time

As well seeing your stream of feedback throughout the day, you can also see how your performance is changing over time. Click on Trends in the top navigation to access your own personal performance dashboard. This is a great thing to check at the beginning and end of every week, and before your one-to-one meeting with your team leader.

Pro Tip: clicking on any of the data points on your trends dashboard will open up the related feedback.



Keep Track of Your Wins and Progress with 1:1s

1:1 Meetings between you and your manager should be motivational and action-oriented. With our 1:1s feature, easily capture and share 1:1 meeting notes during 1:1 meetings, create an action plan that is visible and trackable to both you and your manager, and keep track of your wins and progress!

Pro Tip: Celebrate your wins by hovering over a piece of 'Kudos' and clicking 'Celebrate'!

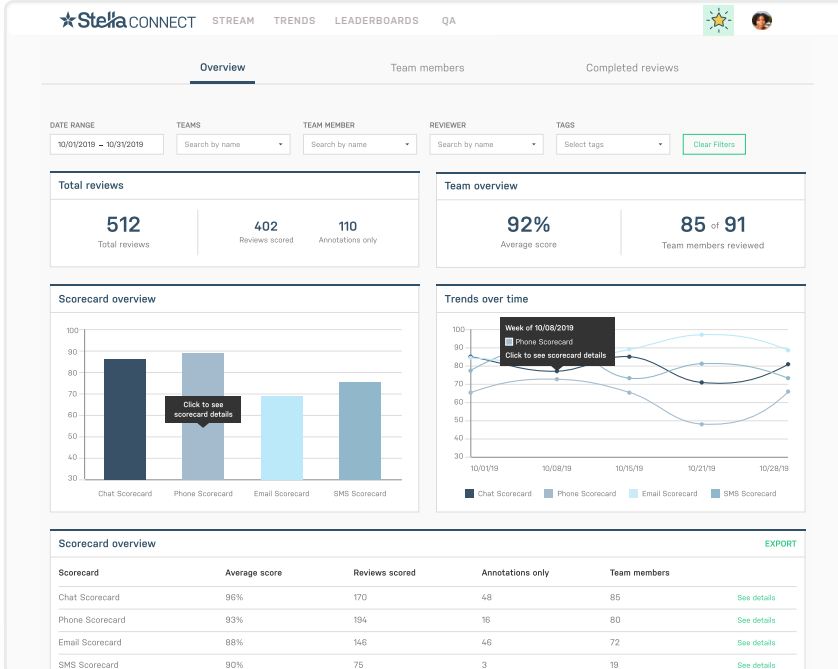
New 1:1 Meeting Note

Title
Mariana's Monthly Check-in

Notes
You crushed it last month with your empathy! You have also been doing a great job on your chat interactions. Way ahead of the company average!

Give Kudos
Keep up the great work Mariana! 🏆

Actions (2)
✓ Acknowledge the customer issue before responding



Get Direct Access to Your QA Reviews

As soon as your QA reviews are completed, go into the QA tab and check out your reviews. Get a quick snapshot of your average score and take a look through the notes from each QA review to see what you're doing well and where you can improve.



Have More Questions? Get in touch with your team leader who will be able to help. We're excited to welcome you to Stella Connect!