# Coaching Capsule

## AI-Powered Coaching for Lasting Human Performance

**SUTHERLAND®**

15 %
25 %
18 %
42 %

Team Analytics

---

*Performance conversations are at the core of every high-performing organization. Yet, in fast-paced environments, even the most experienced leaders struggle to deliver consistent, personalized coaching. Supervisors are stretched thin across teams, agents wait too long for feedback, and opportunities for growth are often lost in manual processes. The challenge isn't effort; it's scale, speed, and personalization.*

## MEET COACHING CAPSULE - AN AI-POWERED COACHING PLATFORM THAT DELIVERS ACTIONABLE INSIGHTS AND PERSONALIZED GROWTH AT SCALE.

Coaching Capsule helps leaders track, understand, and elevate team performance by combining data-driven insights with hyper-personalized coaching. Using advanced AI and large language models, it transforms audit data into meaningful feedback, turning every interaction into an opportunity for improvement without adding managerial overhead.

## BUSINESS CHALLENGES EXPERIENCED IN COACHING AND PERFORMANCE MANAGEMENT

- Maintaining consistent and timely coaching across large, distributed teams is complex and time-consuming.

- Manual performance tracking and data analysis delay feedback, affecting learning momentum.

- Supervisors spend more time consolidating information than engaging with their people.

- Inconsistent coaching practices make it difficult to align team behavior with organizational goals.

## CORE FEATURES AND CAPABILITIES OF COACHING CAPSULE

### AI-Powered Insights

Analyzes performance and quality data to identify trends, strengths, and opportunities for improvement, enabling precise, timely coaching interventions.

### Gen-AI-Led Summarization

Synthesizes audit results into concise, actionable summaries that give supervisors instant visibility into what matters most.

### Hyper-Personalized Learning Paths

Creates individualized development journeys for every agent, aligning learning recommendations with performance gaps and growth potential.

### Conversational AI Coach

Engages agents directly, helping them understand feedback, set goals, and take proactive steps toward better performance, fostering ownership and continuous improvement.

### Seamless Integration and Security

Integrates effortlessly with existing systems while ensuring compliance and data security across the enterprise.

Reduces **manual coaching time by 40%,** freeing managers to focus on strategic enablement.

Improves **agent performance by 15%** with personalized, real-time coaching.

Boosts **customer experience by 11%** as confident agents deliver faster, more meaningful interactions.

## SUTHERLAND®

sutherlandglobal.com
sales@sutherlandglobal.com
1.585.498.2042

in  𝕏  f  ▶  ᐯ

**Unlocking Digital Performance.**
Delivering Measurable Results.

Sutherland is a leading global business and digital transformation partner. Leveraging our core expertise in artificial intelligence, automation, cloud engineering, advanced analytics, and our advanced products and platforms, we unlock digital performance for our clients. We work with iconic brands worldwide, spanning Healthcare, Insurance, Banking and Financial Services, Communications, Media and Entertainment, Travel, Logistics, and Retail industries. Our offerings are tailor-made, combining our market-leading technology with proven, rapid formulas to enhance digital capabilities uniquely suited to each client. We bring together human expertise and artificial intelligence to develop digital chemistry. This unlocks new possibilities, measurable transformative outcomes, and enduring relationships.