# Stella Connect and SFTP

Build a Happier, Higher-Performing Front-Line Team

Stella Connect lets you unlock the full potential of your front-line team. With Stella Connect, you can capture agent-level performance insights and use them to:

- Reduce agent attrition
- Deliver in-the-moment micro coaching
- Drive more effective 1:1 meetings
- Transform engagement and morale
- Scale your team more cost effectively
- Power incentive and reward programs
- Dramatically streamline and enhance your QA
- Run high impact service recovery programs
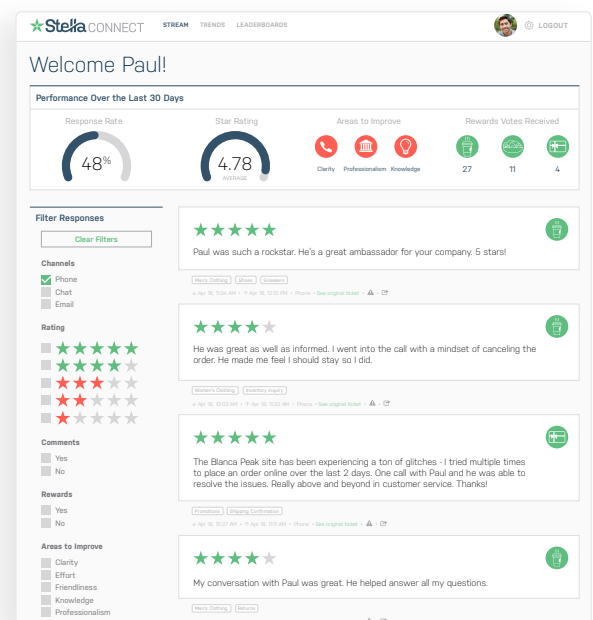
How it works

Stella Connect works by collecting agent-level feedback from customers after every service interaction. Our humanized and gamified feedback requests delight customers and generate response rates of up to 50%, giving you unmatched visibility into agent performance.

Customers can rate agents, leave comments about their experience, suggest rewards or make recommendations for areas of improvement. Feedback is shared directly with agents, managers and QA teams in real-time via streams, dashboards and performance leaderboards.
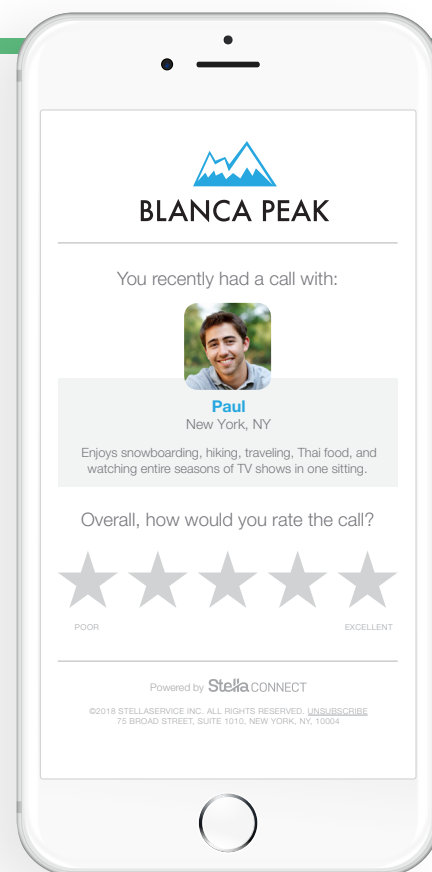
SFTP Integration: Making 1+1=3

We have developed a seamless SFTP integration, which enables you to unlock all the benefits of Stella Connect without any disruption to agent workflow. Through this simple integration you will be able to:
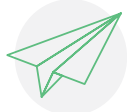
Automated. Automatically send out feedback requests after interactions are solved, against business rules that you pre-define.

Customized. Deliver your surveys with company branding in multiple languages through Stella Connect's supported functionality.

Trackable. Link customer feedback within Stella Connect directly back to source interactions for deeper, more actionable context.

Insights. Pass interaction or resolution tags from your source platform into Stella Connect to further enrich the agent-level feedback you receive.

Six Steps to Integration

Source Tool
1. Setup
Create a .csv report for validation. Requires: Customer Email, Agent Email/ID. Optional: Channel, Tags, Case/Ticket number.

Client
2. Create a SSH Key
Work with your IT to create a public SSH key. Stella will Import and then generate credentials for SFTP access.

Client
3. Automation
Work with your IT to automate the process of dropping a file on to the Stella SFTP.

Client + SFTP
4. Test Your Workflow
Drop a test report on to the SFTP to validate the connections work correctly.

Source Tool + SFTP
5. Schedule Reports
Set up and enable scheduling for your reports, make sure they are as frequent as possible.

SFTP + Stella Connect
6. Go-Live
Start sending requests and get ready to transform front-line engagement and coaching!

Stella Connect Workflow