



# Stella Connect and Domo

## 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:

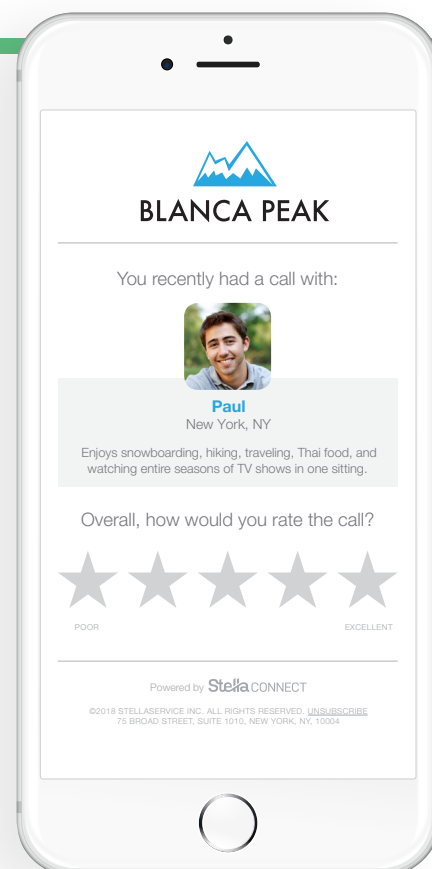
- Reduce agent attrition
- Deliver in-the-moment micro coaching
- Drive more effective 1:1 meetings
- Transform engagement and morale
- Scale your team more cost effectively
- Power incentive and reward programs
- Dramatically streamline and enhance your QA
- Run high impact service recovery programs



# How it works

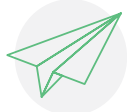
Stella Connect works by collecting agent-level feedback from customers after every service interaction. Our humanized and gamified feedback requests delight customers and generate response rates of up to 50%, giving you unmatched visibility into agent performance.

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.



## Domo Integration: Making 1+1=3

We have developed a seamless Domo 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, and on demand, retrieve Stella Connect data to power your Domo ecosystem.



**Customized.** Create and design beautiful data visualizations for different use-cases of your business.



**Trackable.** Combine Stella Connect data to other data points in your business for a view of your whole ecosystem.



**Insights.** Generate actionable insights from your custom Domo dashboards to maximize your Stella Connect investment.



# Six Steps to Integration

Stella Connect

## 1. Setup

Create your user account and access your test API key.

Stella Connect

## 2. Download Keys

Download your .sh file that contains your API Key and Secret.

Domo

## 3. App Marketplace

Sign in to your Domo instance and navigate to the Connector Marketplace.

Domo

## 4. Configure Connector

Locate the Stella Connect Connector and follow the steps to setup the integration.

Domo

## 5. Create Visualizations

Using your data sets and the chart options, build your visualizations.

Domo

## 6. Go-Live

Save, schedule and share your visualizations to stakeholders and get ready to transform C-Level reporting

## Stella Connect Workflow

