Enghouse Interactive

Quality Management Suite
CALL RECORDING AND QUALITY MANAGEMENT FOR SKYPE FOR BUSINESS

Ⓢ Skype for Business

Observe business processes, improve customer service, and resolve customer disputes with proven contact centre software for Skype for Business (SfB). Quality management doesn't have to be expensive or limited to the contact centre.

The Quality Management Suite (QMS) includes:

• **Enghouse Interactive Call Recording:** interaction recording and live monitoring software.

• **Enghouse Interactive Agent Evaluation:** call scoring and agent coaching for contact centres.

• **Enghouse Interactive Computer Recording:** desktop computer recording and monitoring software.

Positively Impact your Business

Investing in your employees through training and quality monitoring programs, can positively impact your business. QMS offers flexible, yet affordable recording and quality management and enables you to document interactions, as well as provide consistent and constructive feedback to employees.

Capture Skype for Business Interactions

Capture critical interactions, including inbound and outbound calls that come through Skype for Business (along with any other device managed through the SfB Server) using QMS.

Gain a comprehensive view of your customer interactions with voice and data synchronisation, allowing managers to hear what is being said on the call and view what's being executed on the agent's desktop. Videos with synchronised voice and desktop capture can be exported and played back using standard media players. The entire customer interaction can then be attached to e-mail or CRM record, and assessed in the Agent Evaluation Module.

Why Choose QMS?

• Improve efficiency by unobtrusively evaluating agents

• Quickly identify training gaps

• An intuitive, easy-to-use system at a low cost

• Reduce liability and achieve regulatory compliance by documenting calls

• Provide active SfB conference-based recording

• Simplify dispute resolutions

• Meet legal obligations

• Provide an audit trail

• Analyse recordings when linked with Enghouse Interactive Real-Time Speech Analytics solution

• Gain a comprehensive understanding of employee activity and customer interactions

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Seamless Experience

Agents will have a seamless call experience, with no action required to capture calls taking place on the SfB client or SfB-enabled phone devices. Only those users identified in the QMS interface and set-up with recording profiles will have their Skype for Business recorded.

Improve Training

No one likes to have someone looking over their shoulder while working. Instead, QMS allows managers to live monitor agents unobtrusively, relieving stress.

Continuous feedback and learning is provided through quality monitoring and along with agent coaching helps to increase employee morale, job satisfaction, and agent retention.

QMS displays each users' status, so managers can better utilise their coaching time, monitoring calls as they arrive. Calls can quickly be evaluated using customisable scorecards, and coaching sessions become more effective, as real examples from captured interactions can be used.

Evaluate, Coach and Measure

The Agent Evaluation module makes it simple for supervisors to provide actionable feedback to agents.

Focus on key performance indicators, and agent behaviours that accomplish your contact centre's goals.

Evaluations can be completed for any type of interaction capture, with full motion videos or application-specific desktop video recordings.

Review the evaluations with the agent, highlighting examples from captured interactions to illustrate key learning points. Gaining better insight into performance trends and training needs is simple with the built-in reports.

Multiple Integration Options

By offering multiple integration methods QMS can accommodate most business and infrastructure environments. QMS supports passive server-side or client-side network monitoring as well as active conference-based call recording and when required, a hybrid combination can be utilised to suit your needs.

Key Features

Unified user interface
All QMS modules are available from a single web-based user interface requiring minimal training.

Multiple recording options
Administrators can elect to record interactions on-demand, full-time, or using triggers like caller ID information.

Screen recordings
Automatically capture a visual record of employees' desktop computer activity, regardless of telephone usage.

Synchronised voice and video
Managers can view the entire customer interaction, synced with the telephone audio, providing insight into the flow of business systems and processes.

Live monitoring
Contact centre managers can view employee desktop activity and listen to calls in real-time.

Multi-site support
Live monitor and record from any location with the web-based user interface.

Search and retrieve
Integrated search capabilities encompasses multiple media types in a single search interface.

Simple configuration
Multiple users can be configured using an intuitive interface allowing recording and monitoring to begin swiftly.

Multi-language support
Users can select which language they want to interact with QMS in. (Supported languages include; English, Spanish, French, Canadian French, Italian and German.)

Agent evaluation scoring
Multiple scoring modes are available within each scorecard and an unlimited number of call evaluations and scorecards can be created to meet your business' needs.

Evaluation reports
Agent evaluation reports can be saved, scheduled and included in the QMS dashboard.

*API access
Administrators can extend the benefits of QMS by using complimentary APIs to leveraging the value of interaction recordings with other existing business systems.

Applies to selected IP telephony systems, contact your Enghouse Interactive representative for more information.

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