Enghouse QMS v5.4 Overview

Nigel Olding | Enghouse Interactive: nigel.olding@enghouse.com

Upcoming CCE Webinars

◆ **Enterprise Knowledge Management Suite (EKMS): Reduce Costs by Enabling Customers and Agents to Quickly Find Answers**
Thursday, August 20, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT

◆ **Self-Service: Create a Successful Agentless Experience**
Thursday, September 10, 2015 2:00 PM - 3:00 PM ET / 11:00 AM - 12:00 PM PT

Enghouse
Interactive

Presenter

Nigel Olding

Sr. Product Manager - Enghouse Interactive

Nigel has 20+ years' experience in voice orientated applications.

As head of the Quality Management Suite, Nigel is responsible for understanding industry trends and bringing relevant product enhancements to market ensuring that the QMS Suite meets customer expectations and meets any changing market needs.

**Nigel Olding
Senior Product Manager**
nigel.olding@enghouse.com
07801137868

Enghouse Interactive

Communication Trends

Enghouse Interactive

One size does <u>not</u> fit all

POLARIZED CUSTOMER SERVICE

46% OF 16-24 YEAR OLDS CLAIM THAT A BRAND'S ABILITY TO ENGAGE WITH THEM VIA SOCIAL MEDIA IS IMPORTANT TO THEM

BRAND AWARENESS :)

BRAND XP. LOL

41% OF 55+ YEAR OLDS SAY ENGAGING WITH A BRAND USING ONLINE COMMUNICATIONS IS NOT IMPORTANT TO THEM AT ALL

Enghouse Interactive

THE TRUE COST *of* BAD SUPPORT

86% of consumers **QUIT DOING BUSINESS** with a company because of a bad customer experience.

51% said they would only try to reach support **ONCE** before giving up on a purchase.

1x

Keep in mind that a typical business hears from only **4%** of dissatisfied customers.

On average, consumers tell **9** people about good experiences ... and **16** (nearly twice as many!) people about bad experiences.

SOURCE CREDITED TO http://www.helpscout.net/bad-customer-service

What do customers really want?

40%

Better Interactions

40% of customers say improved
interaction with service employees
is their key driver for spending
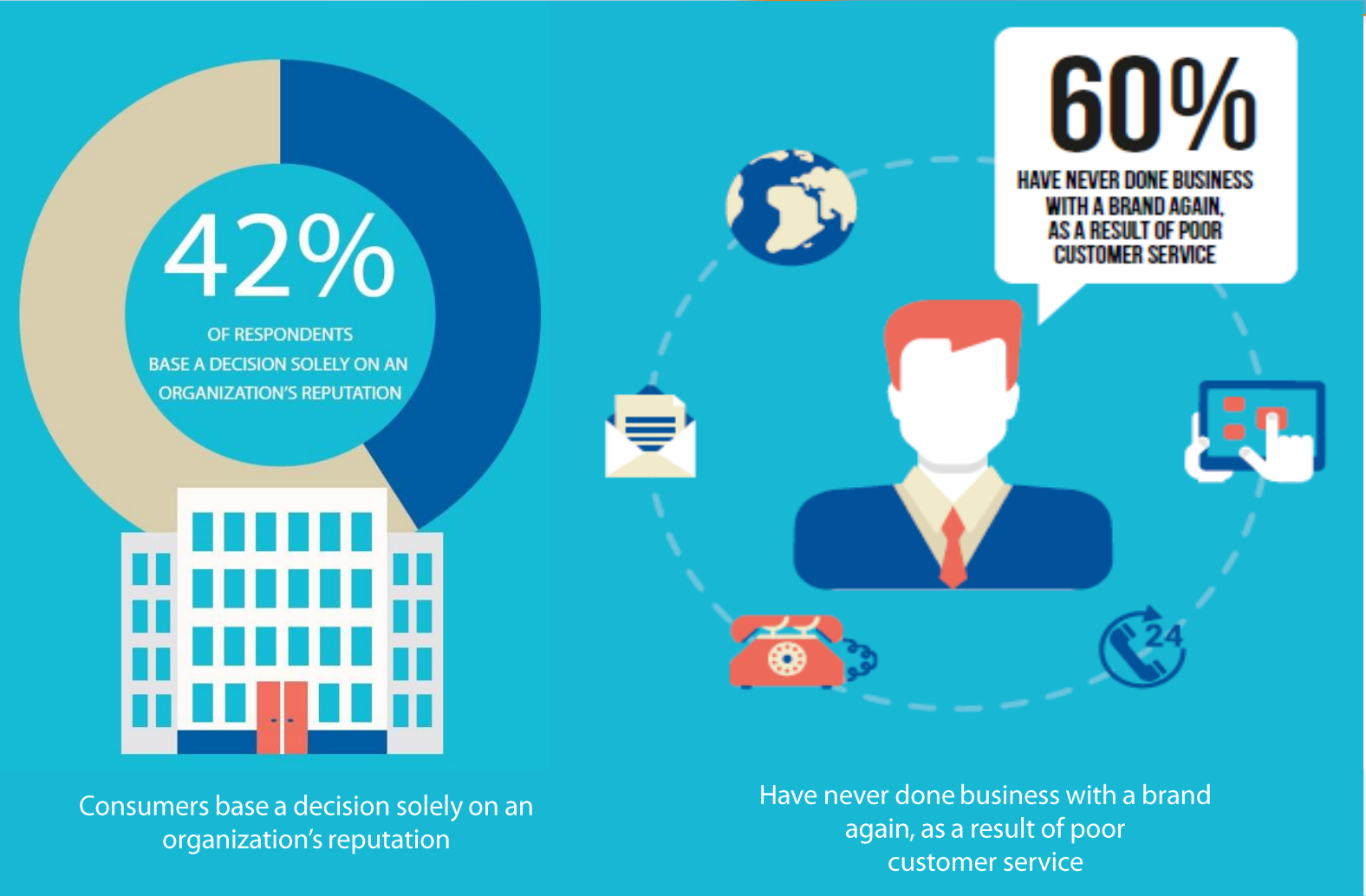more with a company.

73%

Competent Staff

When asked what their top reasons
were for giving up on a brand,
73% of customers cited rude and
incompetent staff as the primary issue.

Enghouse
Interactive

Reputation is now more critical than ever

42% OF RESPONDENTS BASE A DECISION SOLELY ON AN ORGANIZATION'S REPUTATION

60% HAVE NEVER DONE BUSINESS WITH A BRAND AGAIN, AS A RESULT OF POOR CUSTOMER SERVICE

Consumers base a decision solely on an organization's reputation

Have never done business with a brand again, as a result of poor customer service

Enghouse Interactive

If the worst happens…

FAST COMPANY

BROKEN GUITAR HAS UNITED PLAYING THE BLUES TO THE TUNE OF $180 MILLION

ADWEEK

Comcast Apologizes for Customer Service Call From Hell Disconnecting your service is as easy as one, two … 20 minutes later

THE NEW YORKER
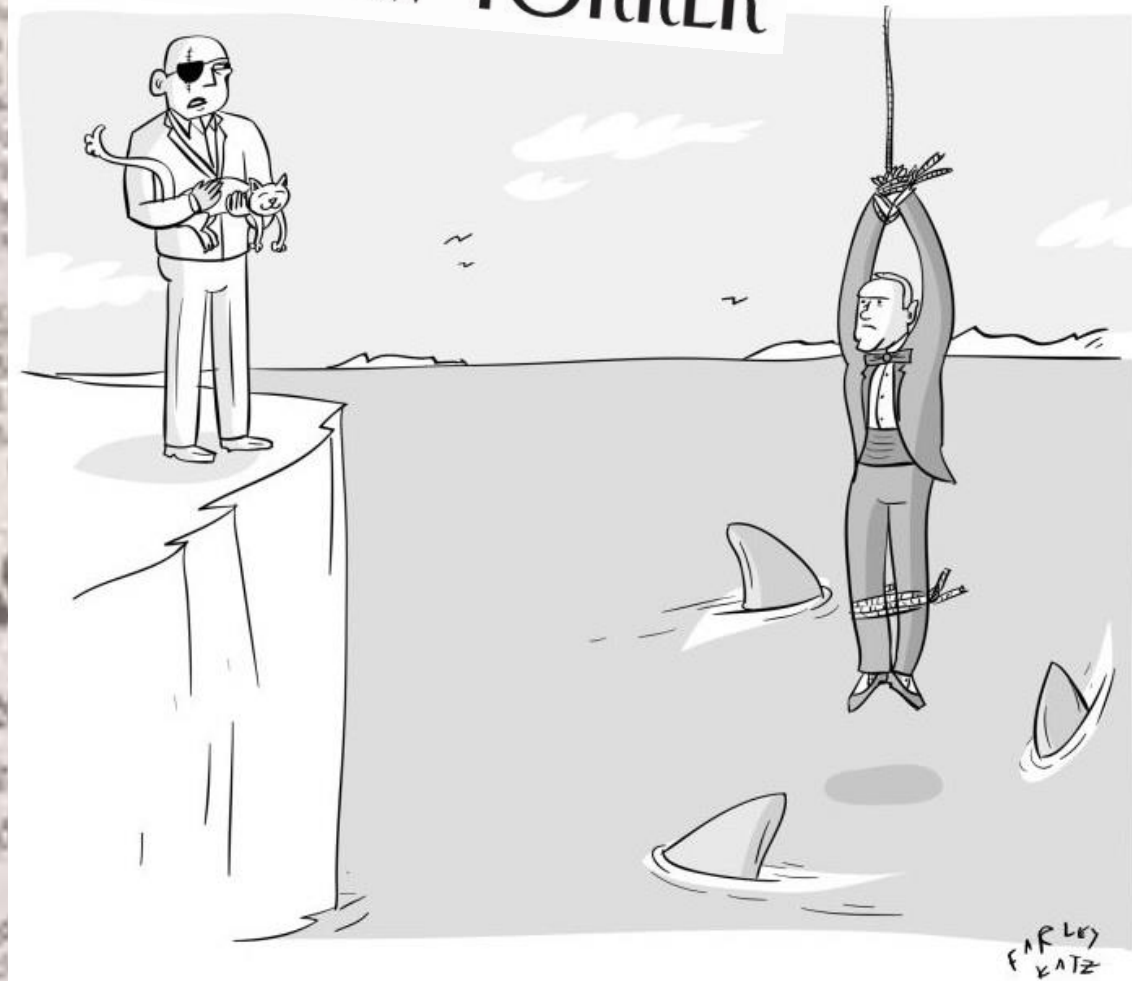
"I'm sorry, Mr. Bond, but you can't just leave Comcast."

Enghouse Interactive

Is Quality becoming the new average handling time?

GREAT SERVICE

VERY EFFICIENT

RELEVANT INFORMATION

43%

Being passed around multiple agents, none who could resolve query, as the biggest irritation they experience

Source:
Enghouse Interactive Consumer survey - 2014

Enghouse Interactive

Summary

◆ Customer service now more critical than ever

◆ Multi-channel now becoming a table stakes

◆ Self-service more readily accepted than before and likely to increase

◆ The demands on voice interaction get greater and often more complex

Enghouse
Interactive

The Value of Enghouse QMS

Receive & Research through any channel

Respond and Resolve customers' needs

QMS – identify good and poor practices

QMS – It's more than just call recording

Apply Intelligence to determine the best route

Measure – Report and Optimize

Enghouse Interactive

Enghouse Interactive – 4 Key Solution Areas
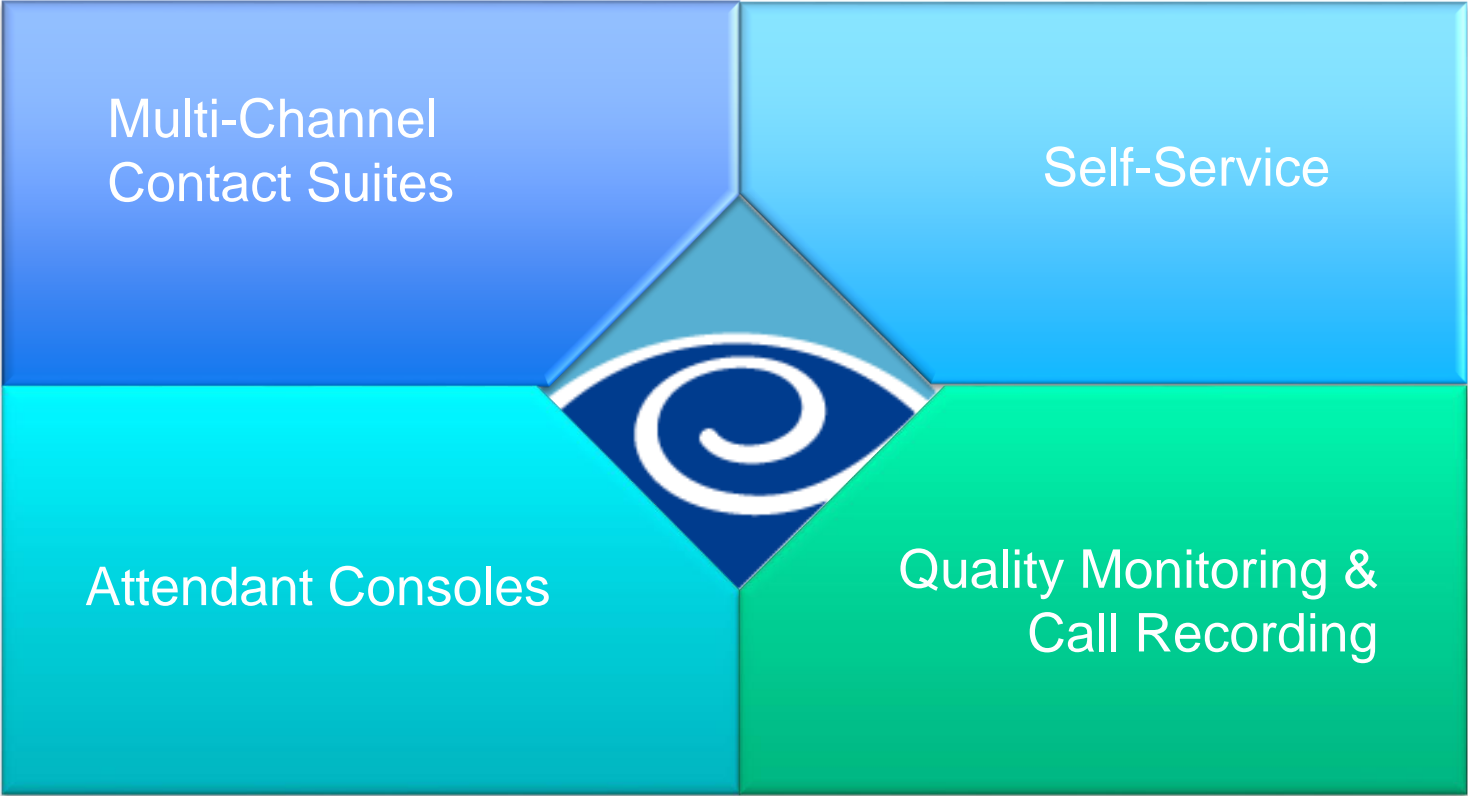
What is QMS?

IP Call and Computer Recording integrated with Agent Evaluation functionality in a simple-to-use web client.

Call Recording	Computer Recording	Agent Evaluation

Enghouse Interactive
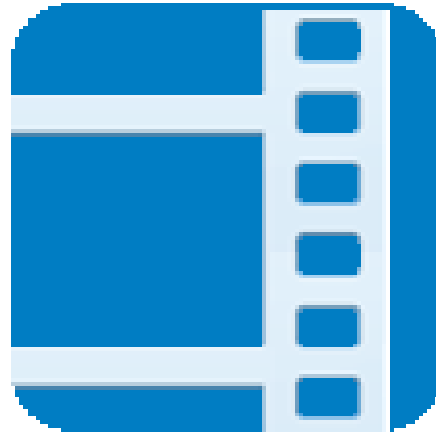
QMS v5.4
Release Summary

Enghouse Interactive

QMS 5.4 Key Themes

◆ **Reduced Cost Of Ownership**

– Reducing complexity and total cost of ownership for channel partners and customers

- New administration tools

- Simplified installation tools

- Improved documentation – Design Guide

◆ **Portfolio Expansion**

– Extend the value of QMS

- Automated agent evaluations via speech analytics with IT Sonix

- QMS Desktop Utility for pause/resume and call flagging

◆ **Portfolio Integration**

– Increase the value of QMS operating with Enghouse Contact Center Suites

- 'Record & Evaluate' to QMS recording migration tool

- Improved recording support for CCE

- Prioritizing of Recording Profiles

Enghouse Interactive

QMS 5.4 – New QMS Installer

◆ Updated & modern look & feel

◆ User selected QMS components including:
  ◆ Local SQL Express or Remote SQL
  ◆ Find Servers button to locate remote servers
  ◆ Test Connection button to test connectivity

◆ Checks for Installed Windows Roles and Features and provides online and PDF documentation on how to install

◆ Select which components to install

Enghouse Interactive
Quality Management Suite 5.4.0.12546

Please select the components you wish to uninstall.

☐ Enghouse Interactive Data Service

☑ Enghouse Interactive Call Recording Service

Back   Continue   Exit

Enghouse Interactive
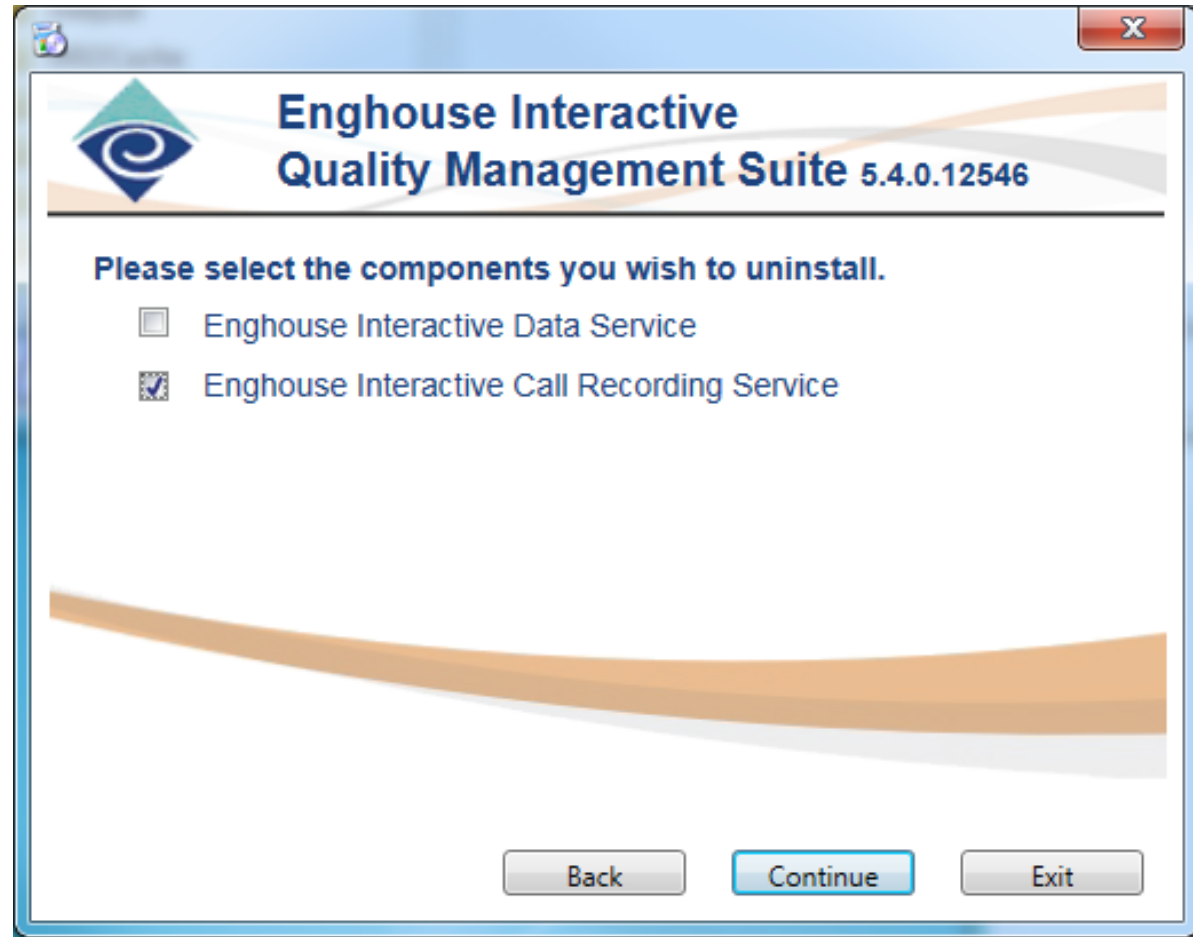
QMS – Contact Center Integration

◆ Direct access to QMS recordings from agent desktop

◆ Contact Center data available for searches: AgentName, QueueName, CTIRef, Caller Name passed to QMS and added as flags, AgentID
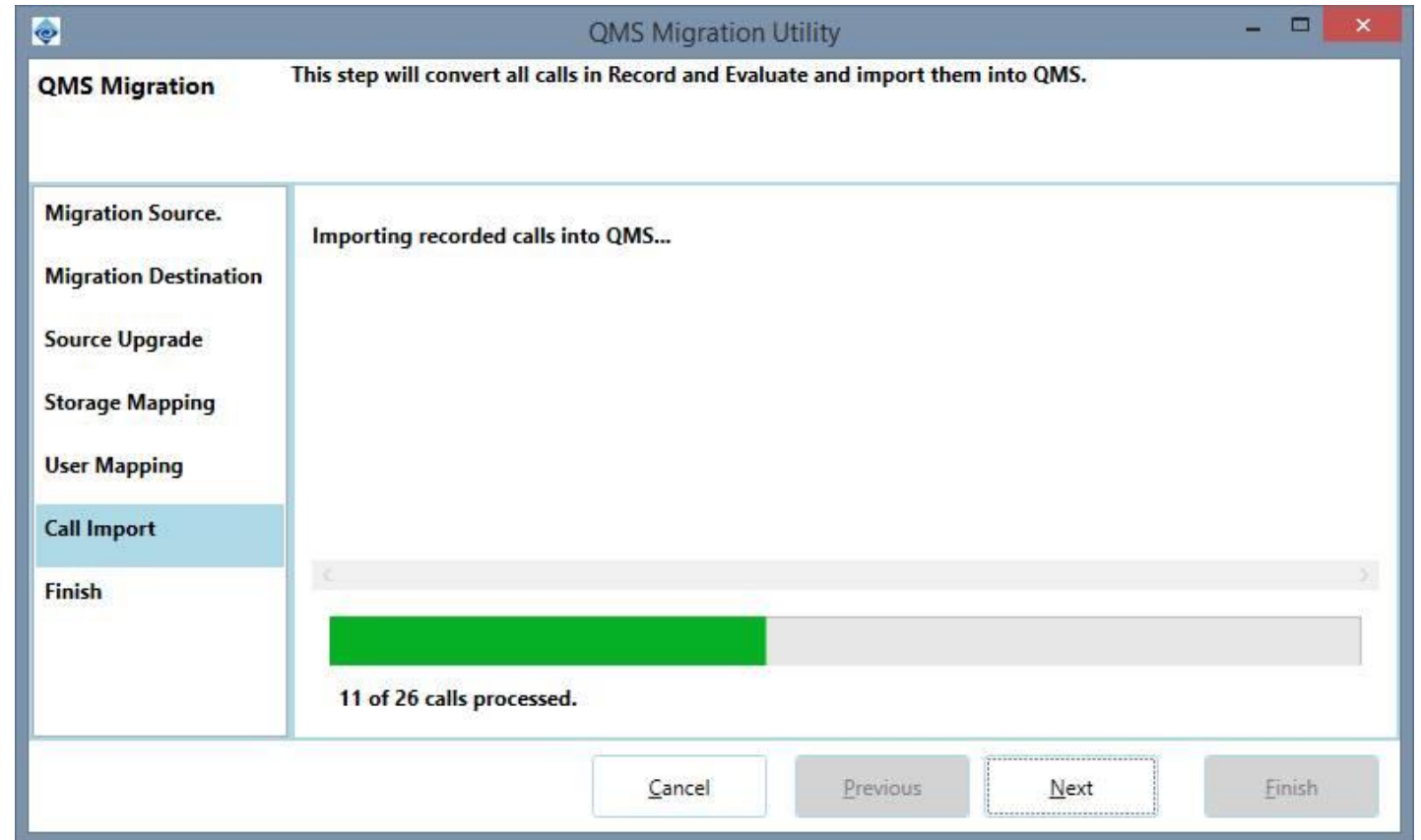
Recordings Migration Tool

◈ **Migration Source:**

– Define which R&E Database to import, auto detects available databases on the network

◈ **Automated Migration:**

– Auto detects available databases on the network

– R&E Source Upgrade:

• Select source and Map to QMS locations

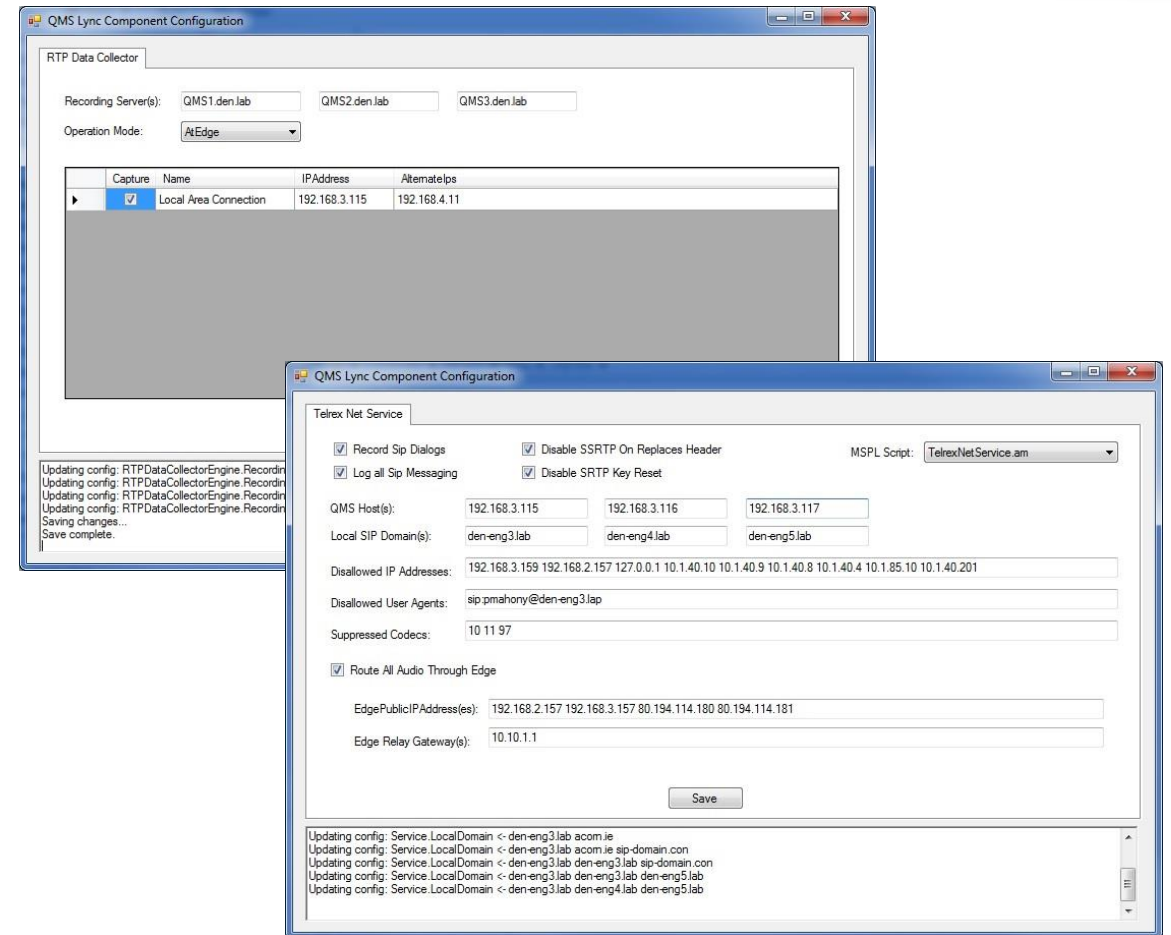• Confirms the user mapping between R&E and QMS

◈ **Call Import**

QMS Administration Tool

New Administration Tool for Lync Services

- TelRexNetService and RTP Datacollector
  - QMS 5.3 - Changes to services require configuration file changes
  - QMS v5.4 – Administration tool provided

QMS Desktop Utility

◆ Small footprint running in the desktop toolbar

◆ Expand for call information – Pause and Start recording

◆ Add Flags to a call in real time

  ◆ Drop down selection of configured Flags

  ◆ Uses standard flag configuration in QMS admin
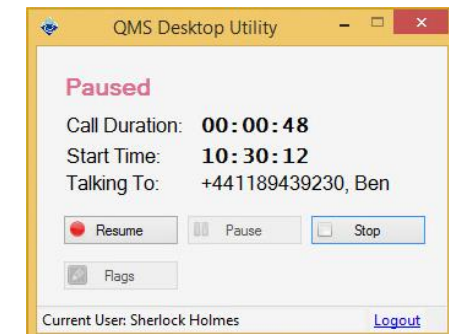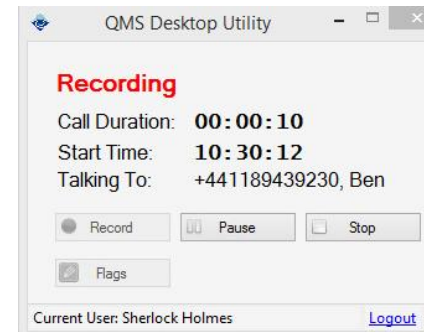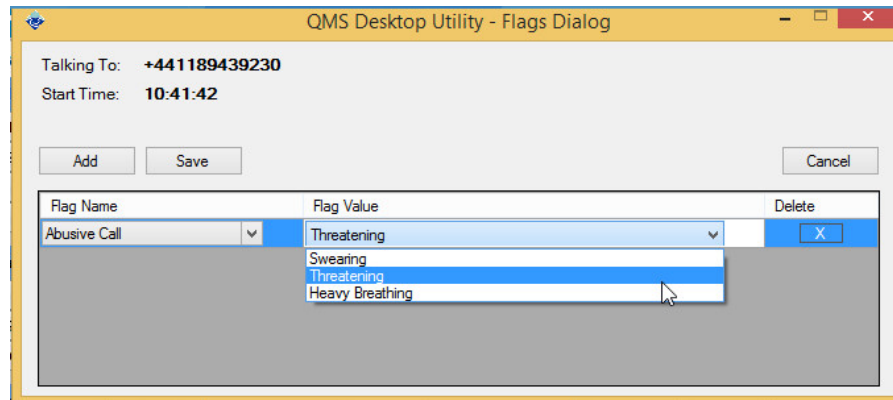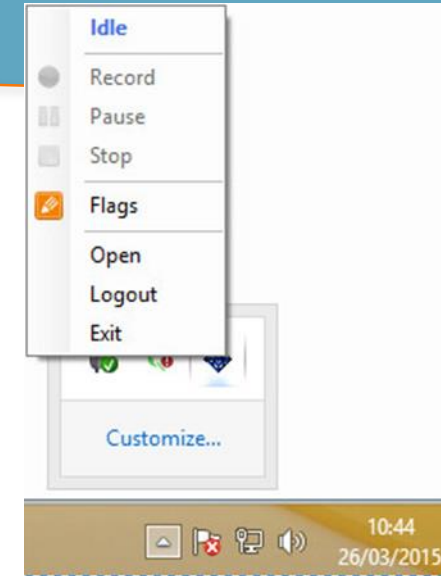
QMS v5.4
Speech Analytics

QMS and Speech Analytics

QMS makes recording → Recording made in stereo and stored un-compressed

IT Sonix Analyzes Recordings → Recordings are processed immediately or overnight

Reports Available → Supervisors have access to configured reports via IT SONIX

Enghouse
Interactive

The Evaluators

RequiredPhrases
For necessary phrases and keywords in calls.

GoodPhrases
Good but optional keys and phrases to mention.

BadPhrases
Bad phrases and keywords. Agents shall not use them!

DialogPairs
Question and answer checked together. Did the customer really agree with a clear "yes"?

Category
To categorize calls via phrases and keywords mentioned in close proximity.

ClearSpeaking
Checks clarity and tempo of speech.

Volume
Measure how loud the voice of the agent is heard.

StressLevel
Track the emotionality of agents and customers.

CrossTalking
Does the agent interrupt the customer? Or vice versa?

SpeechRatio
How much of a call is the agent speaking and how much the customer?

SignalQuality
Is there jitter on the line or does the signal clip or maybe there is noise?

DynamicRange
Does the voice not sound natural? Maybe a broken microphone or a second voice heard in the background.

Speech Analytics

Enghouse Interactive

LiveClient

◆ Real-time feedback for the agent

◆ Shows scores, checklists and hints

◆ Guides the agent during the call

◆ Assures quality during the call instead of checking it afterwards

◆ Continuously coaches the agent
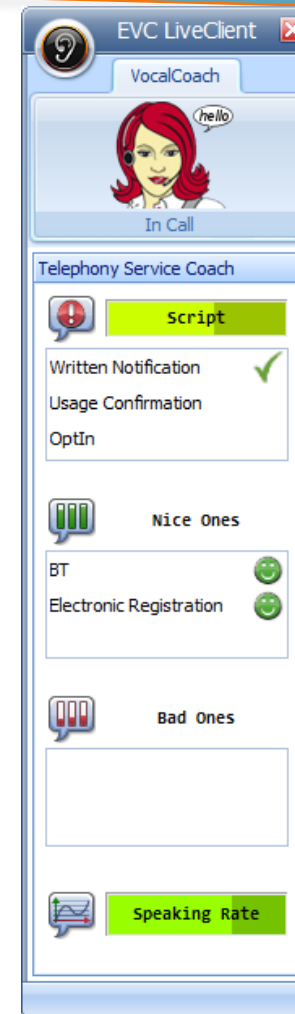
Takeaways

Leverage Quality Management Suite to:

- Understand where you can add value to your business
- Improve efficiency by evaluating agents
- Pinpoint good service and address bad service
- Quickly identify training gaps and improve coaching
- Reduce liability and maintain compliance
- Boost agent satisfaction and retention

Enghouse Interactive

Ready to get started with QMS?

- ◆ Contact your sales rep to discuss your particular business needs

    - ◆ Email the Enghouse rep who invited you to attend this webinar series or reach out to John Gardner at john.gardner@enghouse.com or 630-575-7789

- ◆ Request a one-on-one demo

Enghouse
Interactive