



Enghouse

ARTIFICIAL INTELLIGENCE

AI-Enabled Agent Evaluation



SmartQuality



Enghouse
Interactive

Take your contact centre to the next level

Actionable Insight from your Contact Centre

On average, fewer than 5% of customer interactions are ever evaluated. With 95% of agent performances ignored, contact centres are missing out on valuable business intelligence and learning opportunities.

This is because rating agent performances requires significant manual effort and time. Call and screen recording and live agent monitoring tools; supervisor-led agent evaluations and coaching systems; all these require considerable resources.

Moreover, analysing such small samples, often in fast forward mode, means that is almost impossible to be fair and accurate. Unsurprisingly, this is one of the largest contributors to call centre employee dissatisfaction and high turnover rates.

Find out how technology enabled with pioneering Artificial Intelligence (AI) and Natural Language Processing (NLP) can turn this around.

Enhouse SmartQuality uses AI and NLP* to evaluate agent strengths and weaknesses in handling customer interactions – across all channels.

 Do more Review up to 20x more interactions	 With less Supervisor could spend 30% less time reviewing and scoring agents
 Do it better AI is objective and consistent, reducing subjectivity in the agent evaluation process	 Gain actionable insights Combine customer interactions into the Voice of the Customer program
 Improve continuously Well-coached agents and actionable insights improve CX	 Increase revenue Improving customer experiences drives better business

Create positive outcomes for customers and agents, do more with less – and do it better!

*Artificial Intelligence; Natural Language Processing

Why use AI-Enabled Agent Evaluation?

Traditional Quality Management methods often focus too much on hitting targets, ignoring opportunities for small incremental or high-impact CX improvements. For example, an agent's ability to handle issues efficiently is vital – but equally important is showing empathy to your customers, as post-pandemic research is showing.

With Enghouse SmartQuality's innovative technology, you will gain key insights about your agents and customers with every interaction. SmartQuality can help you to deliver a better customer experience overall, exceed customer expectations, *and* uncover valuable and actionable business intelligence.

Evaluate all agent interactions

Using AI, SmartQuality can evaluate up to 100% of agents and customer interactions, across all channels. This significantly improves overall insight into an individual agent's strengths and weaknesses when handling customer interactions. As a result, it is easier to discover and resolve pain points before they become serious problems for customers and agents alike.

Instead of constantly putting out fires, SmartQuality helps you find ways to exceed everyone's expectations with consistently high-quality customer engagement.

Be impartial, objective, and consistent

SmartQuality automatically identifies interactions that fall above and below KPIs, creating a bias-free scoring system.

This not only saves managers and supervisors significant time, but also enables impartial scoring and management of agents. A fair and unbiased approach to selecting and evaluating customer interactions will help boost agent morale across your organisation.

Identifying opportunities for improvement and training empowers existing agents and speeds up onboarding for new employees. All of this helps to increase employee satisfaction, and reduce contact centre attrition rates.

Understand more about your customers via every interaction

Calls and digital interactions are packed full of valuable insights, about customer emotions, intent, and even churn risk. The Enghouse Natural Language Understanding engine analyses all interactions to identify Voice of the Customer (VoC) insights. Using these insights will enable better decision making and improve business outcomes.

Enghouse SmartQuality can extract actionable insights and identify issues and opportunities that often remain 'hidden' in NPS or CSAT scores. Additionally, you can combine customer feedback surveys with agent interactions to uncover issues, opportunities, and trends from every customer communication.

Move the needle **beyond** improved NPS and VoC scores. Enghouse SmartQuality enables organisations to focus attention on the issues that truly improve CX, grow customer loyalty, and increase revenue.



Deliver Tangible Improvements with AI

Instead of randomly sampling calls to review, use AI to make your Quality Management 'smarter'. Free up your supervisors from spending so much time listening to calls. Ensure that your scorecards are less subjective and more objective. Leverage your agent interactions for VoC insights.

AI Augmented Interaction Analysis

Using AI, you can evaluate all customer interactions against defined criteria representing a positive customer experience. This means you can assess up to 100% of interactions, making it easy to identify issues, even infrequent ones.

AI Directed Call Reviews

Use AI to identify the best recordings for supervisors to review. This will reduce the amount of 'lost' time spent searching for coachable moments among 'average' interactions. Instead, your managers and supervisors can focus their time on higher value interactions or issues.

AI Driven Scorecards

Manual agent evaluation is prone to human bias so this requires regular calibration. However, AI is impartial, objective, and consistent when reviewing interactions. Completing scorecards based on objective evaluation criteria, means supervisors only need to review completed scorecards to provide human input. This significantly reduces time supervisors need to spend on calibration.

AI Customer Insights

It's easy to miss the useful VoC insights in your everyday customer interactions. Advanced analytics can detect multiple themes and risks automatically. Use AI to unlock important business intelligence from interactions to identify churn risk, detect emerging trends, or spot opportunities.



Derive actionable
insights from *every*
customer interaction



What are we doing well?

Where are we having issues?

What should we focus on first to improve the customer experience?

What opportunities can we discover?

Key Benefits

Improved Agent Engagement

With more objective evaluation and better coaching, employees are more motivated and engaged. Agents are better equipped to handle each interaction and deliver a positive outcome. Improved coaching will also reduce the time taken to onboard new agents.

Improved Manager Productivity

Reduce the manual effort required to manage agent performance. Free up your supervisors to focus quality reviews where they are needed most. Allot more time to higher value management activities.

Improved Customer Experience

It's simple: more engaged, informed, and positive agents will deliver better service with higher first contact resolution (FCR) rates.

Not only do higher FCR rates lead to happier customers, but this improvement also impacts your team. Agents will get far higher job satisfaction if they are able to keep customers happy, and they will find their jobs less tedious – which continues feed back to the customer.



Increase your revenue by helping your agents to qualify better, handle objections more effectively and reach resolution faster.

Improve your customer experience by helping your agents be more empathetic and handle issues in a more decisive and timely manner.

Complementary Solutions and Consulting Practices



Choice of Deployment Options



About Us

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact centre software, services, and video solutions, serving thousands of customers for over 35 years. EI solutions enable customers to deliver winning customer experiences by transforming the contact centre from a cost centre into a powerful growth engine.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse's reputation for consistently honouring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premises, in the cloud or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations that customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by *their* customers – any time, anywhere, and via any channel.

Contact Us to Learn More

With over 35 years of deep contact centre expertise, our team of experts are ready to optimise a solution that's right for your contact centre, today *and* tomorrow.

Visit us at EnghouseInteractive.com
or contact us in APAC at:
helloAPAC@Enghouse.com



Enghouseinteractive.com.au

Corporate Office

Enghouse Systems Limited
80 Tiverton Court, Suite 800
Markham, Ontario L3R 0G4 Canada

Tel: +1 905 946 3200
Email: info@enghouse.com

North America

Enghouse Interactive
16605 North 28th Ave, Suite 101
Phoenix, AZ 85053 USA

Tel: +1 833 ENG INTv
or +1 833 364 4688
Email: Hello@Enghouse.com

APAC

Enghouse Interactive APAC
Suite 703, 80 Mount St.
North Sydney, NSW 2060 Australia

Tel: +61 2 8064 9520
Email: helloAPAC@enghouse.com

DACH and BENELUX

Enghouse AG
Neumarkt 29-33
04109 Leipzig Deutschland

Tel: +49 (0)341/41584-0
Email: vertrieb@enghouse.com

EMEA

Enghouse Interactive UK, Ireland & SEMEA
Imperium, Imperial Way
Reading, RG2 0TD UK

Tel: +44 20 3357 3040
Email: marketingemea@enghouse.com

Spain, Africa, CALA

Enghouse Interactive Spain - Madrid
Oronse 68, 4º
28020, Madrid – Spain

Tel: +34 93 10 10 300
Email: presence.info@enghouse.com

Enghouse Interactive AB

Torggatan 15, SE-171 54 SOLNA Sweden
Box 1078, SE-171 22 SOLNA Sweden

Tel: +46 8 457 30 00
Email: infosweden@enghouse.com