

Call Recording & Quality Management





Key reasons to Adopt Enghouse Quality Management Suite (QMS)



- **Effortless Compliance**
Simplify call, screen, and text recording with full indexing, ensuring full compliance with regulatory and legal standards.
- **Enhanced Agent Performance**
Improve productivity using AI to summarize interactions, identify key topics, and propose next actions.
- **Seamless Integration**
Fully compatible with Microsoft Teams and capable of extracting insights from various channels including voice, video, text, and social media.
- **Scalable and Secure**
A robust platform that securely consolidates data across multiple channels and sources into a single interface.
- **Universal Compatibility**
Works with all SIP PBXs and UCaaS platforms, now enhanced with multi-tenant capabilities.
- **Engagement Insights**
Monitor customer interactions to detect sentiment, identify trends, and pinpoint opportunities for growth.

What you can expect from Enghouse QMS



Multi-channel recording

Improve customer service, enhance productivity, resolve disputes, meet compliance obligations, and increase security by capturing and utilizing recorded customer interactions across voice, email, chat and other channels.

Get a complete view of your customer interactions by capturing both sides of the interaction including your agent's on-screen activity. You can hear exactly what was said and see what was happening on the agent's desktop throughout. Export synchronized voice-and-screen recordings as videos, and easily attach entire interactions to emails or CRM entries for context and review.

Interaction Evaluation

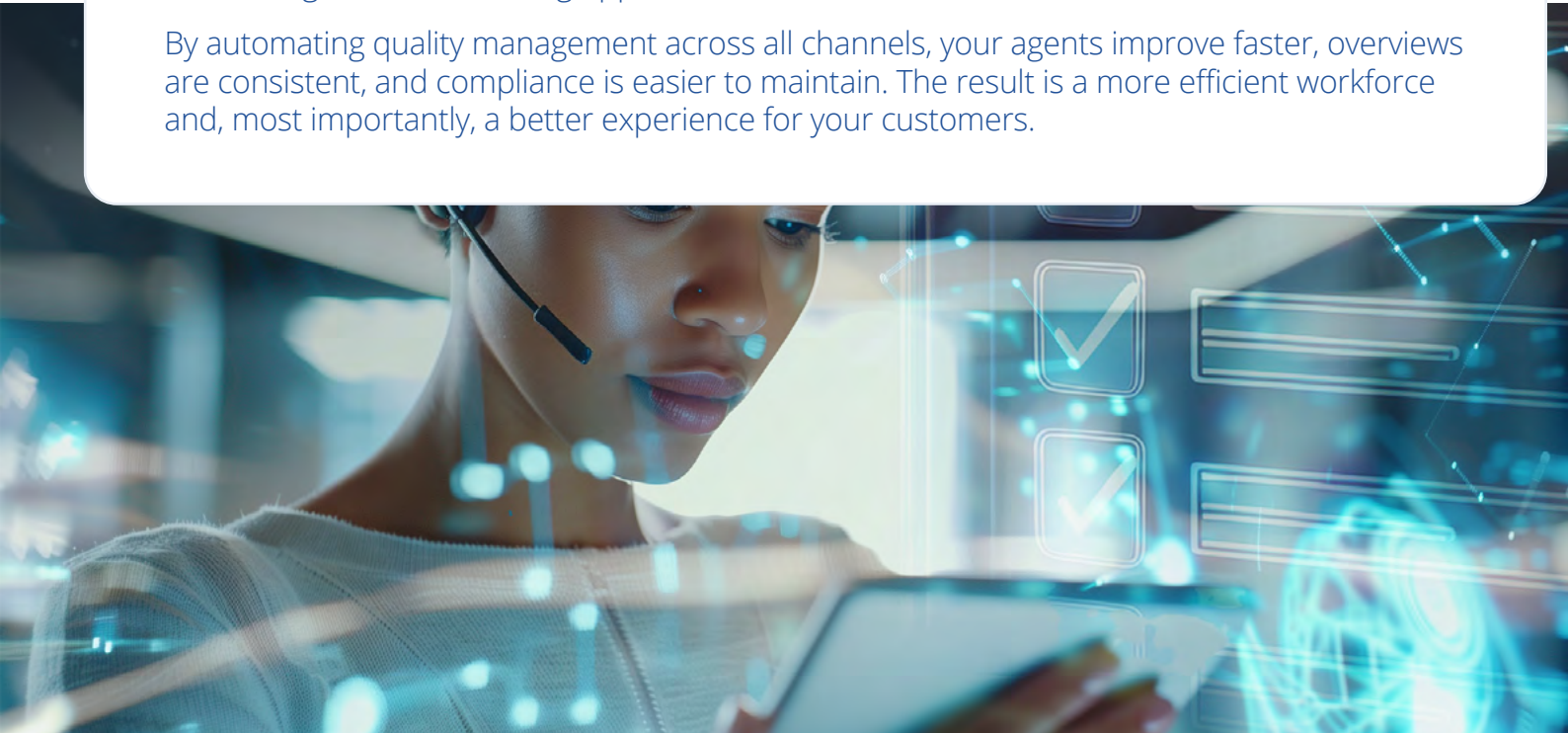
Evaluate interactions consistently to strengthen agent performance and align training with your organizational goals. With customizable scorecards, flexible scoring methods, and multimedia evaluations, you can fairly assess every type of interaction while keeping the process simple and effective.

Turn evaluations into actionable insights by identifying coaching opportunities and recognizing achievements. Automated workflows and calibration tools ensure supervisors score objectively, helping agents develop faster and delivering a more reliable, high-quality customer experience.

AI Quality Management

Gain clear, unbiased insight into every customer interaction, not just a small sample. With AI-driven transcriptions, translations, evaluations, summaries, follow-up actions, and sentiment analysis, you can dramatically reduce manual effort while boosting productivity and uncovering valuable coaching opportunities.

By automating quality management across all channels, your agents improve faster, overviews are consistent, and compliance is easier to maintain. The result is a more efficient workforce and, most importantly, a better experience for your customers.



Multi-Channel Recording



Call Recording

Stay in control with real-time monitoring and historical playback of your calls—whether internal, inbound, or outbound.

Choose the recording method that suits you best: on-demand, continuous, or triggered automatically by rules such as date, time, percentage, number ranges, or caller ID.



Screen Recording

Capture agent activity to monitor adherence and assist with coaching.

Tailor recording to your needs by defining profiles that capture either all computer activity throughout the day or only during active customer calls.



Text Recording

Capture a complete record of customers' engagement while offering their preferred digital channels, including email, web chat, social media, instant messaging, and SMS.

With recording options for most text-based communications, you can maintain consistency and compliance across every interaction.



Video Recording

Capture and store customer video interactions with full audio and visual context.

Gain deeper insight into sentiment and engagement, while supporting training, quality assurance, and compliance, making every video interaction as valuable as any other channel.



Interaction Evaluation

Support Agent Performance

Our contact center Quality Management System (QMS) is a robust tool designed to enhance the performance of the contact center by monitoring and improving critical customer interactions. Through comprehensive tracking and evaluations, QMS helps identify training needs and quantifies customer experiences, helping to continuously elevate service quality.



Customizable Evaluation Scorecards:

Tailor scorecards to meet specific operational requirements.

Interactive Evaluations:

Agents can review their interaction scores, enhancing self-awareness and development.

Multi-Media Evaluations:

Attach and review any type of recorded media to effectively assess customer interactions

Flexible Scoring Options:

Employ various scoring systems including binary (Yes/No), numeric (e.g., 1-to-5), and points-based methods to cater to different evaluation needs.

Advanced Reporting Tools:

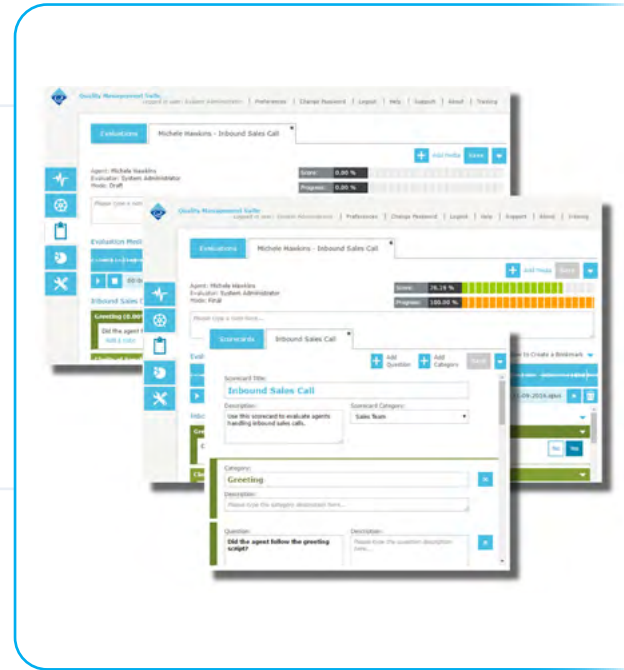
Access built-in reports for detailed analysis on calibration variance and management.

Thresholds and Weightings:

Set specific pass/fail criteria and adjust weightings for individual questions or entire sections to prioritize key performance indicators.

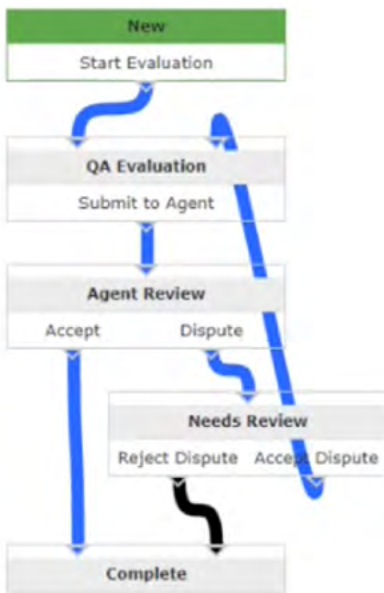
Evaluation Scorecards

QMS includes functionalities such as adding bookmarks, external links to resources, and seamless integration with our recording features when enabled as an add-on. This integration fosters consistency in evaluations and empowers managers to calibrate scoring effectively.



Evaluation Workflows

To support a range of evaluation scenarios, a workflow process is included in QMS. This allows managers to create one or more evaluation processes that can then provide automatic prompts to supervisors and agents that tasks need to be completed, and the status of each task is tracked.



Evaluation Calibration

The calibration process is intended to ensure that supervisors are scoring consistently and objectively. It works by presenting two or more supervisors with the same recording and scorecard, which they then complete. A manager is then able to review a summary of their scores overall and per section and question, so that inconsistencies can be spotted and rectified.

AI Quality Management

Transcription

Calls are transcribed in two ways, automatically via the call recording profile, or manually via the user interface.

Automatic transcription through call recording profiles lets you control which calls to transcribe using metadata and flags. For example, you can choose to transcribe only sales calls or inbound calls, ensuring transcripts are created where they deliver the most value.

These recording profiles also provide a maximum and minimum duration for the recording to be transcribed. These features when working together provide the customer with the maximum return on investment by only transcribing contact that will provide to greatest value to the business.

If an interaction needs transcribing, users can select this manually and trigger a transcription via the user interface.

Export Transcription

In Preview


Exporting the transcripts is achieved by searching for a call and either selecting "Export as PDF" or selecting details to view all information relating to the interaction and then selecting "Export to PDF" from the drop-down menu on the top right-hand side.

5/2/2023 10:57:57 AM	Der	Preview	Details	Start Evaluation	Hide	Analyze
5/2/2023 10:57:15 AM	Der		Export Media	Export As PDF	Delete	SmartQuality
5/2/2023 10:44:32 AM	Der					

In Details

Select Details and "Export as PDF" from the drop-down menu.

Scheduled deletion date: Never Save



12\X+441189430368
13.46.40.339 02-12-

Transcription Media

2 speaking at 2/12/2024 1:46:40 PM
These are some standard terms and conditions that will be automatically played out for the agent. These are some standard terms and conditions that were played out for the agent.

Tenant1\2024-02-12\X+441189430368
12\X+441189430368
13.46.40.339 02-12-

- Start Evaluation
- Print
- Export Media
- Export As PDF
- Email Recording Link
- Copy Recording Link
- Verify Watermark
- Export Audit Log
- Retain recording
- Analyze
- Close

Exported result

The exported PDF will include all the metadata and flags associated with the recording, the transcription, and the word count information as below:

User: Demo Craig
Start Time: 2/12/2024 1:46:40 PM
Length: 00:00:47
Inbound ID: 4447583339739
Flags: AgentID - 943059
AgentName - Demo Craig
CallerName -
CTICaller - 150216
CTIQueryData -
CTIWrapper - Missing Start: Right to Buy
TobaccoBrandId - ab10b9b-3470-4050-a04f-0f2e4591a5
QueueName - Sales

Transcription Media

2 speaking at 2/12/2024 1:46:40 PM
These are some standard terms and conditions that will be automatically played out for the agent. These are some standard terms and conditions that were played out for the agent.

Tenant1\2024-02-12\X+441189430368 13.46.40.339 02-12-2024.txt

Word Counts

The top words spoken in the User/Agent Stream (up to a maximum of 50)

Word	Word Count
that	3
for	3
are	3
and	3
terms	3
the	3

The top words spoken in the External Party Stream (up to a maximum of 50)

Word	Word Count
that	3
for	3
are	3
and	3
terms	3
the	3



AI Quality Management

Full Text Search



Our Quality Management Suite (QMS) leverages a powerful indexing engine known as Solr. When integrated into your existing QMS setup, this additional module enhances the search capabilities significantly.

With the full-text indexing feature enabled, our users can now delve into interactions based on their content, offering a more robust search experience compared to the standard filter search. This means you can search through all text and transcribed interactions for specific keywords or phrases.

Furthermore, you have the option to save these searches for quick and convenient access later on, using the same parameters. Additionally, this search capability extends to configuring word count widgets, providing even more flexibility in managing your data effectively.

To conduct a comprehensive search, please follow these simple steps:

1. Click on the “Full-Text” tab located on the search bar.
2. Specify your search criteria for a thorough search.
3. Hit the “Search” button.

The system will display a list of recordings that meet your search criteria.

Each search result will provide the following information:

- The name and recording date of the user.
- An icon indicating the type of recording.
- A brief excerpt of text relevant to your search query.

How does Full-Text Search Work?

Define Full-Text Search criteria

The full-text search criteria bar contains all the available search parameters to allow you to perform a full-text search of recordings

- **Media Type:** select the media to include in the search (all by default)
- **Users:** restrict the search to specific users/ departments/locations
- **Date:** restrict the search to a specific date and time range of when the interaction was captured.

A query to the full-text query parser is broken up into terms and operators. There are two types of terms: single terms and phrases. Multiple terms can be combined with Boolean operators to form more complex queries (as described below).

- A single term is a single word
- A phrase is a group of words surrounded by double quotes such as "hello dolly"

Media Type
All types

Users
All users

Date
Last 7 days

Full Text Query
box office

Search

Full Text Query Help

Quality Management Suite

Version: 9.4.0.24917 | Logged in user: System Administrator | Preferences | Change Password | Logout | Help | Support | About

Recordings

Page Size: 10

Search For: All types, All users, All dates, Duration: [10 - 2147483647], Full Text Query: hello, Displaying 10 of 1804 match

Jennifer Smith - 2/14/2020 11:19:16 AM
Hello
Hello
Hello,hello

Dave Supervisor - 2/5/2020 9:58:45 PM
Hello hi hello hello hello
Everybody everything I want
Hello,hello

Demo Craio - 11/30/2022 2:50:16 PM

AI Quality Management

Topic Identification



Our Topic Identification function is a powerful tool designed to enhance your experience with QMS. It works by identifying specific patterns within text-based content and performing predetermined actions when these patterns are detected. These actions may include setting flags or triggering alerts, allowing you to stay informed and in control.

You have the flexibility to tailor the Topic Identification tool to your needs. It can be automatically applied to media recorded under specific Text Recording Profiles or Call Recording Profiles, provided call transcription is licensed. Furthermore, you can also manually run the Topic Identification function on text-based content through our QMS client whenever needed.

Please note that the Topic Identification feature is exclusively available on systems where Text Recording or Transcription has been licensed.



How does Topic Identification Work?

The Topic Identification tool, configured on its dedicated page, comprises four key elements: properties for identification, rules determining matches in text-based media, actions triggered upon match, and profiles for automatic analysis. Administrators can enable or disable the tool, adjust settings, or customize search terms and groups. Actions can be set to execute alerts or flags based on matched content. Assigning the Topic Identification tool to specific recording profiles enables automatic analysis of text-based media.

Search Terms

Search Term	Speaker	Value	+	x
How do I (reset change recover) my password	Any		+	x
The (application software program) is not (responding working loading)	Any		+	x
My (subscription billing) status is incorrect	Any		+	x
The software doesn't (work run function) on my (operating system OS device)	Any		+	x
I can't (export download save) my data properly	Any		+	x
The cloud service is (down unavailable not working)	Any		+	x
I need help (configuring setting up customizing) the settings	Any		+	x
My (license key activation code) is not being recognized	Any		+	x
How do I (roll back downgrade revert) to a previous version	Any		+	x

Actions

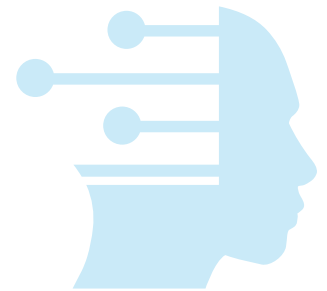
Action	Name	Value	x
Trigger Alert	NotifySupervisor		x
Add Flag	IsCorrectWrapUp	True	x
Add Flag	FreeFormFlag	MyValue	x

+ Add Action



AI Quality Management

AI Interaction Evaluation



At Enghouse, we understand the importance of maximizing every opportunity to enhance customer satisfaction. That's why we've developed AI Interaction Evaluation, an innovative feature within our Quality Management Suite (QMS) designed to revolutionize the interaction evaluation process.

Whether your Quality Management System has captured text-based media or transcribed content, AI Interaction Evaluation can utilize this data to automate evaluations, allowing contact center Quality Assurance and supervisors to focus their efforts on enhancing agent training and ultimately improving customer experiences.

Available exclusively as a SaaS module integrated with our QMS, AI Interaction Evaluation can be seamlessly deployed within your data center, hosted by Enghouse,

or integrated with any Enghouse contact center solution. Traditionally, less than 5% of customer interactions undergo evaluation, leaving a vast amount of valuable business intelligence untapped. This shortfall stems from the significant manual effort and time required for traditional evaluation methods, including call and screen recording, live conversation monitoring, and supervisor-led evaluations.

Additionally, analyzing such small samples often leads to biased or inaccurate assessments, contributing to call center employee dissatisfaction and high turnover rates. With AI Interaction Evaluation, we're reshaping the landscape of interaction evaluation, unlocking insights and learning opportunities to drive continuous improvement and deliver exceptional customer service.

How does AI Interaction Evaluation work?

Scorecard

First, a scorecard is created, questions are used to give context to reports, and the description is used to prompt the AI service on the requirement.

Question:

Greeting - Company Name

Description:

In the opening stages of the interaction did the agent greet the customer in a clear and professional manner that specifically mentioned the company name "Enghouse Interactive"?

Type:

YES/NO

Recording Profile

Analyzing 100% of content isn't always the most efficient for workforce training or ROI. Call recording profiles let you focus analysis on specific interaction types for better value.

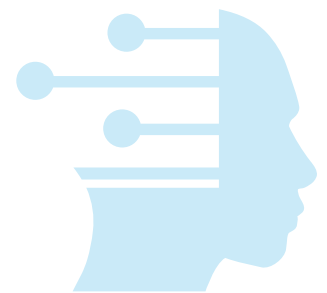
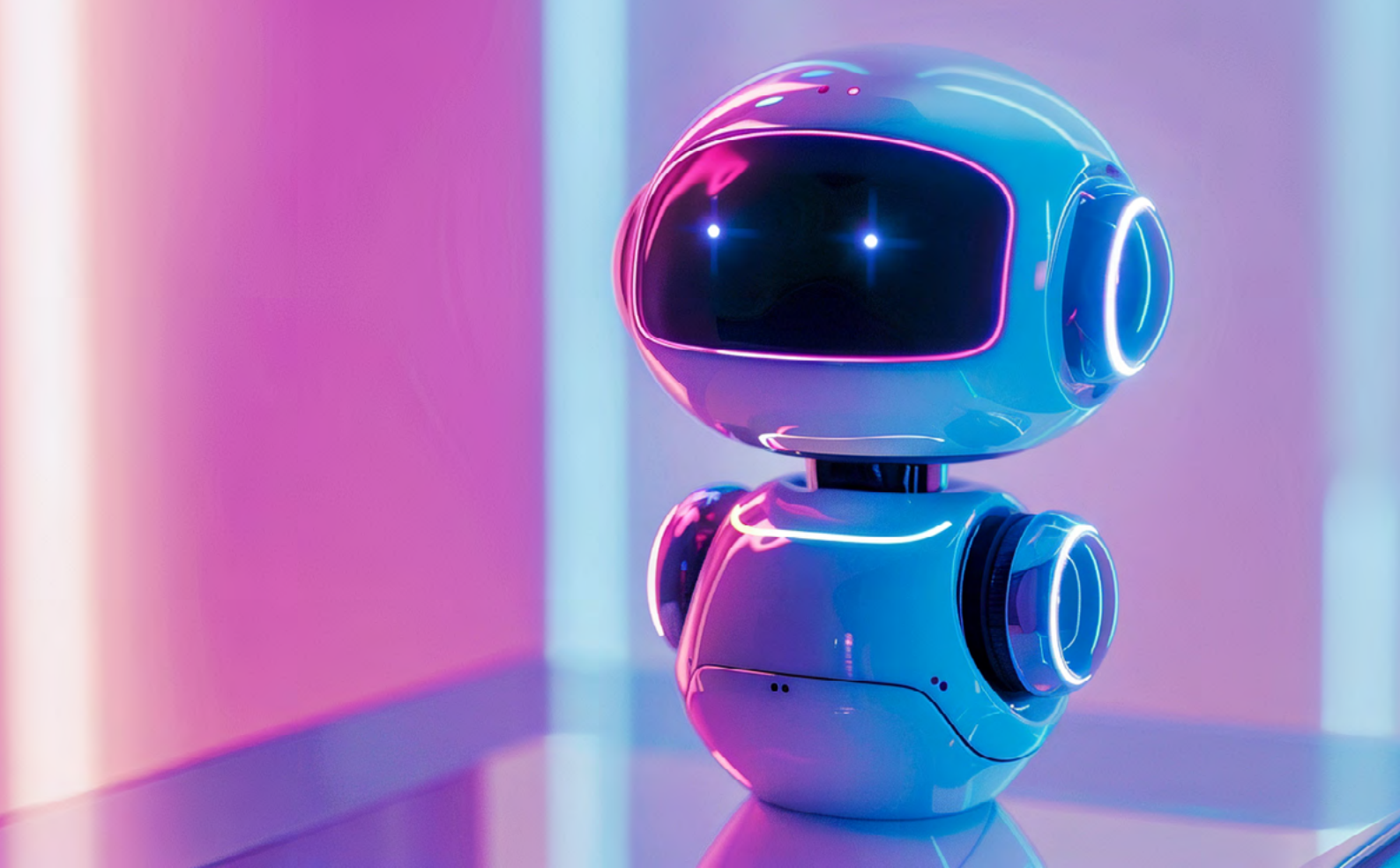
Enghouse AI Settings

- Enable EnghouseAI analysis
- Enable Recording Summarization
- Enable Sentiment analysis

Analytics

As standard, QMS provides Reporting capabilities integrated within the QMS platform, designed to elevate agent training, provide comprehensive overviews, and identify emerging trends. Unlock the power of advanced analytics through QMS Custom Reporting, which offers configurable PowerBI dashboards tailored to your specific needs or seamless integration with your preferred analytics tool.





AI Quality Management Summarization & Follow-up Actions

Enghouse's commitment to maximizing returns for its customers through AI advancements is exemplified in its summarization feature, designed to streamline interaction review processes.

Whether it's a transcribed phone conversation or an extensive email exchange, this feature condenses interactions into summaries, consisting of no more than four sentences.

By providing this capability, Enghouse reduces the time and effort spent on post-call activities and strengthens follow-up interactions by giving agents immediate access to key insights, without the need to sift through lengthy transcripts or correspondence.

In addition to Summary bullet points, automatic Follow-up Actions are added to every interaction Summary.

This capability will automatically generate up to three follow-up actions based on the interaction, helping users manage their workload more effectively and ensuring that key points from customer engagements are not missed.

These developments accelerate review processes and improve overall efficiency by streamlining integration and workflows across departments, reinforcing Enghouse's commitment to delivering impactful, tailored solutions for its clients.

How does Summarization work?

Recording Profile

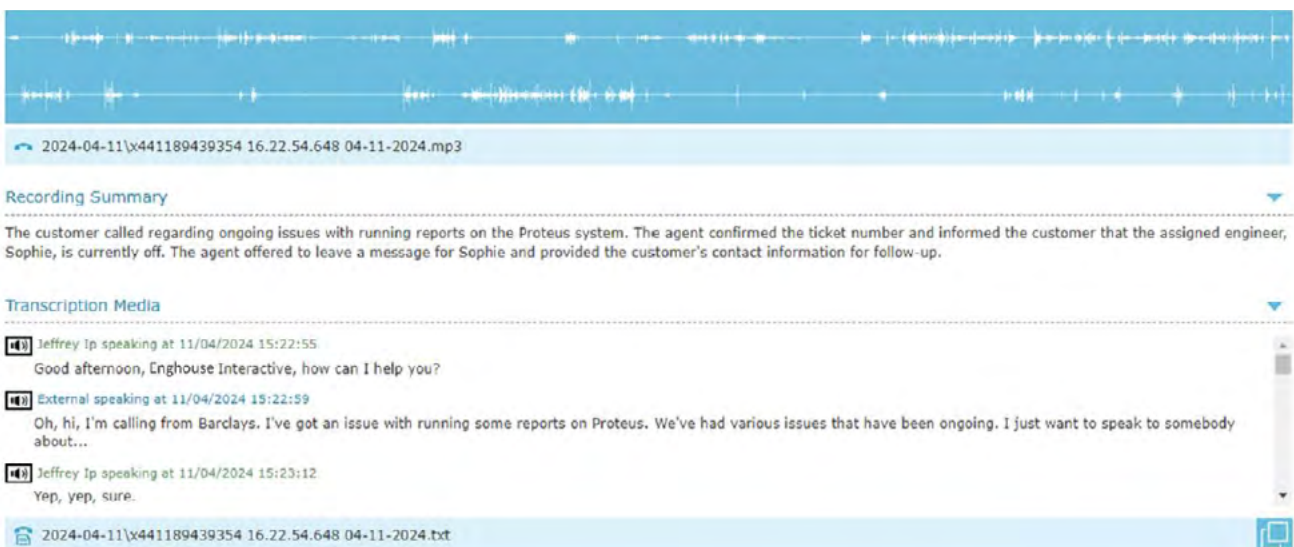
Analyzing 100% of content isn't always the requirement and doesn't provide the best ROI. Recording profiles let you focus analysis on specific interaction types for better value.

Automated Quality Management Settings

- Enable Automated Quality Management analysis
- Enable Recording Summarization

User Experience

The summarization feature streamlines the follow-up process by automatically condensing interactions and presenting them within the Details pane. Users can swiftly access highlights without the need to listen to entire recordings, enhancing productivity and facilitating better comprehension of conversations.



The screenshot displays a user interface for a call recording. At the top, there is a blue waveform representing the audio recording. Below the waveform, the file path is shown: 2024-04-11\441189439354 16.22.54.648 04-11-2024.mp3. The interface is divided into sections: 'Recording Summary' and 'Transcription Media'. The 'Recording Summary' section contains a paragraph: 'The customer called regarding ongoing issues with running reports on the Proteus system. The agent confirmed the ticket number and informed the customer that the assigned engineer, Sophie, is currently off. The agent offered to leave a message for Sophie and provided the customer's contact information for follow-up.' The 'Transcription Media' section shows a list of transcription segments with speaker indicators and timestamps. The first segment is 'Jeffrey Ip speaking at 11/04/2024 15:22:55' with the text 'Good afternoon, Enghouse Interactive, how can I help you?'. The second segment is 'External speaking at 11/04/2024 15:22:59' with the text 'Oh, hi, I'm calling from Barclays. I've got an issue with running some reports on Proteus. We've had various issues that have been ongoing. I just want to speak to somebody about...'. The third segment is 'Jeffrey Ip speaking at 11/04/2024 15:23:12' with the text 'Yep, yep, sure.'. At the bottom, the file path for the transcription is shown: 2024-04-11\441189439354 16.22.54.648 04-11-2024.txt.

AI Quality Management

Sentiment Detection



Enghouse's Sentiment Detection feature adds an additional layer of insight to every interaction, enabling users to quickly gauge the emotional tone of customer conversations.

By automatically reviewing the sentiment (whether positive, negative, mixed, or neutral) along with the reason behind that sentiment (e.g., customer tone, word choice, or escalation level), reviewers can prioritize and focus on specific types of calls that may require immediate attention. Sentiment variation is also tracked throughout the interaction, highlighting any emotional shifts from start to finish, such as a call that begins negatively but ends on a positive note.

An intuitive icon is displayed in the preview pane for easy identification, allowing users to quickly scan through interactions and pinpoint those that align with their criteria. Additionally, this feature offers advanced

search functionality, enabling interactions to be filtered and organized based on sentiment and its progression, streamlining workflows and improving overall responsiveness to customer needs.

The value of sentiment data grows even further when cross-referenced with training requirements, queue names, or customer details. This adds a deeper layer to agent and customer management by allowing businesses to identify training opportunities, adjust queue handling strategies, or tailor customer engagement approaches based on the emotional patterns and sentiment shifts of interactions.

With these insights, managers can optimize both team performance and customer satisfaction, driving continuous improvement across the business.

How does Sentiment Detection work?

User experience

Sentiment is added to all interaction types as one of four variables: Positive, Mixed, Negative and Neutral. Representing the overall emotion within the interaction.

Details	Start Evaluation	Hide	Analyze	
02/10/2025				support@enghouse.com 00:05:00
26/09/2024 10:02:23	Test	107	107	InboundID@Test.com Inbound Name support@enghouse.com 00:05:00
26/09/2024 09:46:19	Test	107	107	InboundID@Test.com Inbound Name support@enghouse.com 00:05:00

Adding sentiment to the interaction allows reviewers to focus on specific types of calls. An icon is added in the preview pane to allow easy identification of interactions, and the searching of interactions based on sentiment.

Chat transcript showing a customer service interaction. The transcript includes a greeting, a customer inquiry about a payment issue, and a representative's response offering assistance and providing contact information for further support.

System Flags	
AgentID	94309
AgentName	Demi Craig
CallName	Normal
CTICheck	164183
CTIWorkflowType	
CTIQueryData	
CTIWrapup1	None
CTIWrapup2	Payment
CTIWrapup3	
Follow Up Action	-Consider offering a dedicated support line for customers facing financial difficulties to enhance their experience.
Follow Up Action	-Provide additional resources or contacts for financial assistance if the customer requires further help.
Follow Up Action	-Follow up with the customer to ensure they received the information and steps needed for their rent payment issue.
InteractionID	test@aaf7119-4850-8218-c278c126e825
QueueName	WEBCHAT
Sentiment	NEGATIVE
Sentiment Reason	Payment issue assistance needed.
Sentiment Variation	STABLE, Customer remains frustrated with payment issue.

AI Quality Management Translation



Enghouse's Translation feature enhances accessibility and comprehension by allowing users to translate any text-based interaction or transcribed call into their preferred language, instantly and accurately.

This capability is especially valuable in bilingual contact centers or for supervisors managing multilingual teams. Each translation is presented in a dedicated tab alongside the original transcript, making it easy to compare and reference without losing context. There is no limit to the number of different translations that can be generated, enabling seamless collaboration across global teams or language-diverse regions.

Whether reviewing interactions for quality assurance, training, or performance

management, this feature ensures that language is never a barrier. It empowers users to understand customer sentiment, tone, and intent regardless of the original language spoken.

With this added flexibility, teams can better support agents and customers alike, fostering clear communication, reducing misinterpretation, and ensuring consistency in service delivery across languages.

Ultimately, the Translation feature contributes to a more inclusive and efficient work environment, helping businesses unlock deeper insights and maintain high standards of support—no matter where their customers or teams are located.

How does Translation work?

User experience

The option to translate is added to all interaction types allowing for any text-based media to be transcribed on demand.

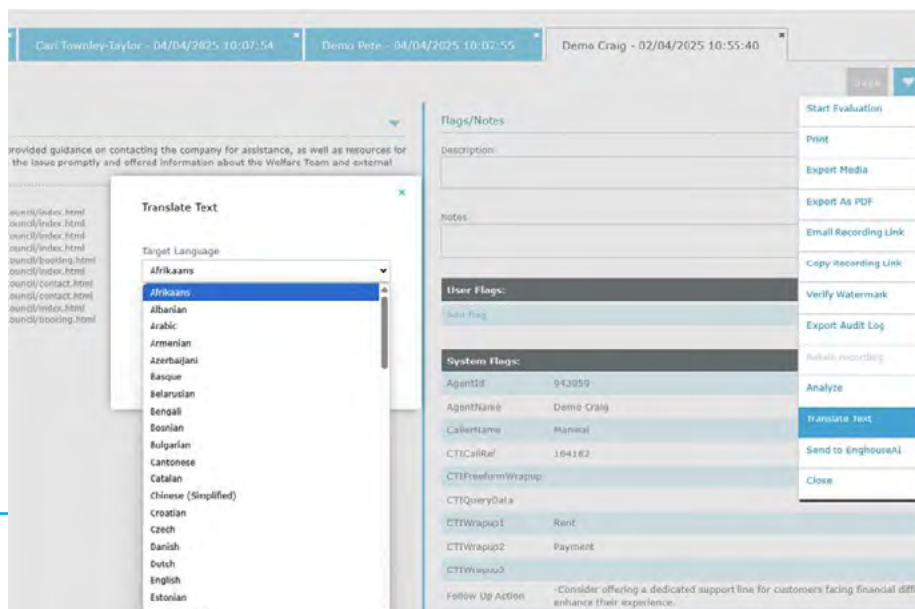
This variant of the original is then stored as a tab alongside the original.

Transcription Media

Original Chinese (Simplified) Albanian Bengali Vietnamese

4 Demo Supervisor speaking at 06/11/2024 12:44:23
你好?

4 External speaking at 06/11/2024 12:44:25
嗨,是的,我想知道我的订单预计什么时候到达。我下单已经有几周了,应该早就到了。





Next Steps

Voice of the Customer (VoC) Insights

If you would like to unlock a deeper understanding of your customers, consider integrating the data from your Quality Management Suite with Enghouse's Voice of the Customer (VoC) Insights.

VoC Insights uncovers how customers perceive your products and services by helping you identify key metrics to track and maintain high customer satisfaction levels. By analyzing all customer interactions—across calls, emails, chat, surveys, and more—VoC Insights can

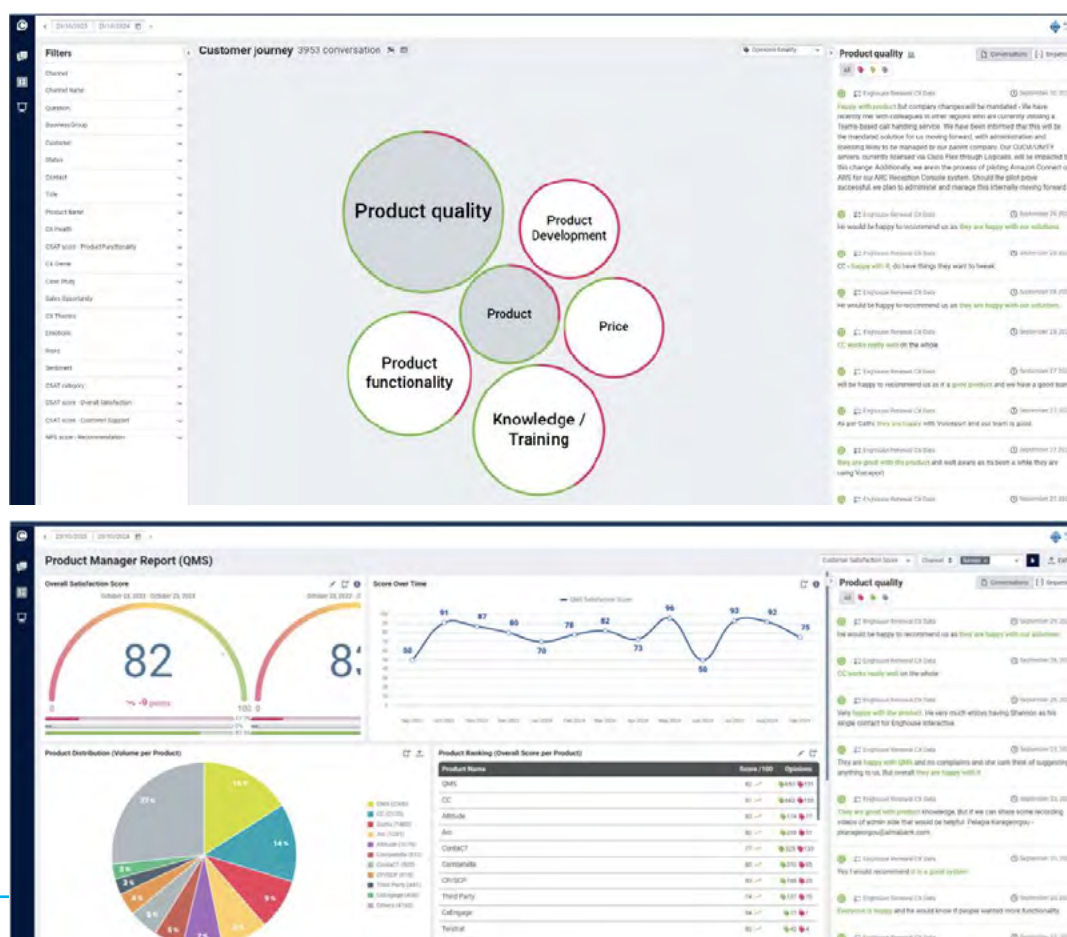
automatically categorize interactions and analyze sentiment, leveraging advanced natural language processing (NLP) and large language models (LLMs). This provides you with an easy-to-use interface that highlights critical business insights, uncovering pain points in your customer experience.

With these actionable insights, you can make meaningful improvements to your offerings, boosting customer satisfaction and driving revenue growth.

What are Customers Saying?

User experience

A simple user interface displays the AI-generated categories wrapped in sentiment. Allowing a fast review process of what the customer base is say, what the most common topics are and how the customer base feels about these topics.



About Enghouse Interactive

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software, services, and video solutions, serving thousands of customers for over 40 years. Enghouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact center from a cost center into a powerful growth engine.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse Interactive's reputation for consistently honoring 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 customers require.

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

Contact Us to Learn More

With over 40 years of extensive contact center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at enghouseinteractive.com
hello@enghouse.com



**Enghouse
Interactive**

Request a Demo



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