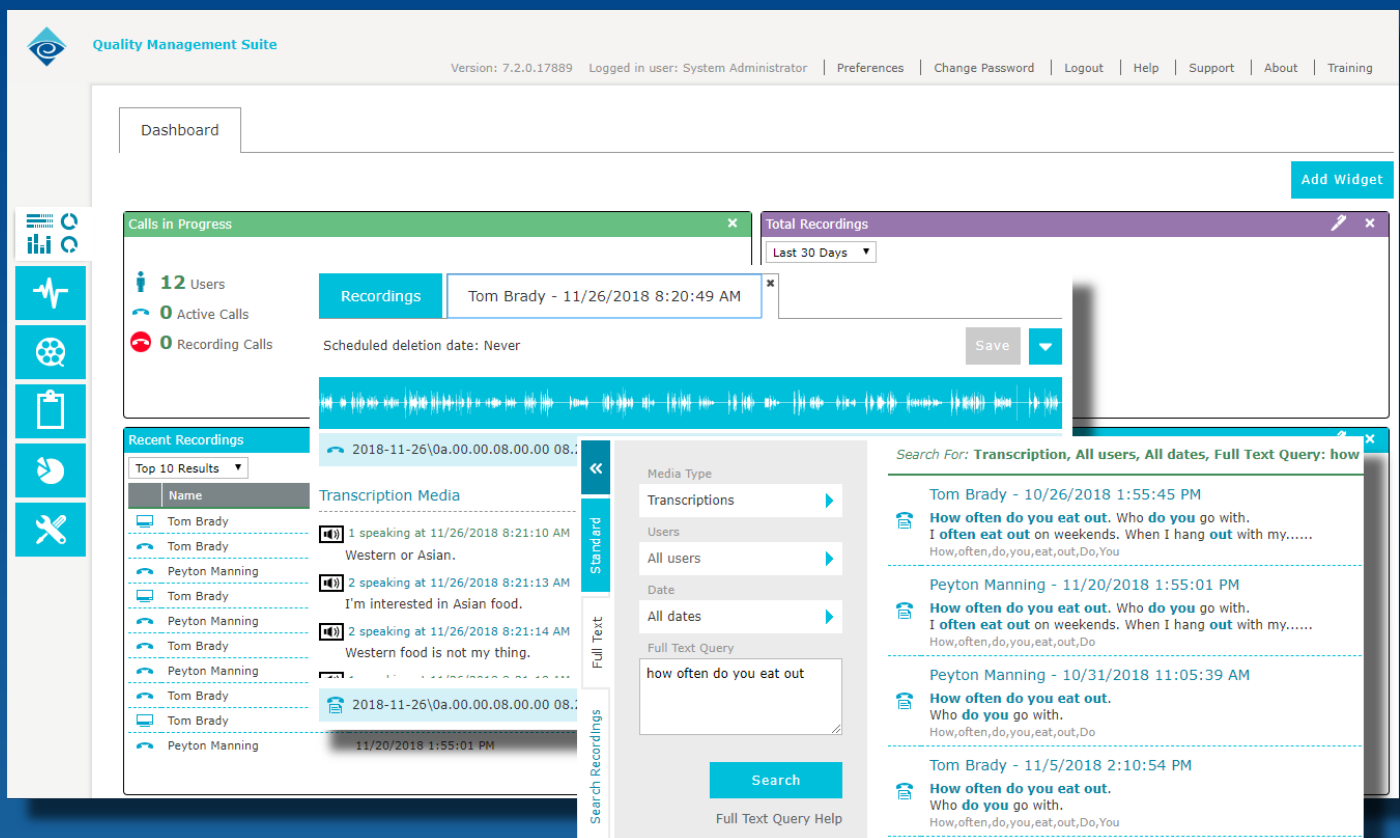




Enghouse
Interactive

Quality Management Suite



COMPOSIT VIEW OF MULTIPLE QUALITY MANAGEMENT SCREENS, INCLUDING DASHBOARD, EVALUATIONS, AND TRANSCRIPTION SCREENS.

PERFORMANCE & PEACE-OF-MIND

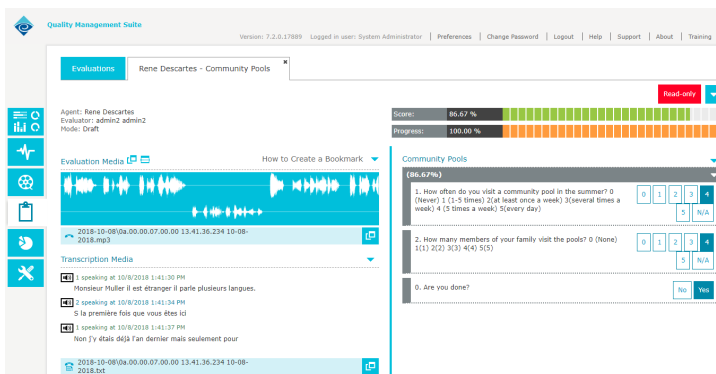
ULTIMATE FLEXIBILITY WITH CLOUD-BASED CONTACT CENTRE SOLUTIONS

Are you looking for a way to improve customer service and employee productivity? Do you have the right tools to achieve regulatory compliance or to quickly resolve customer disputes? Enghouse Interactive's Quality Management Suite is a feature-rich call recording solution that is utilised by businesses of all sizes across the world for compliance, security or improving service levels. And it is a preferred interaction recording product for many of our resellers because it is so easy to sell, install and support.

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Positively Impact Your Business

Investing in your employees through training and quality monitoring programs can positively impact your business. Quality Management Suite enables you to document interactions as well as provide consistent and constructive feedback to employees. This solution is not restricted to contact centres but can be used across many business areas that need to understand the quality of service delivered, from help desks and desk-based sales teams to individual operators and call attendants.



QUALITY MANAGEMENT SUITE EVALUATION SCREEN

WHY CHOOSE QUALITY MANAGEMENT SUITE?

- Improve efficiency by unobtrusively evaluating agents.
- Reduce liability and achieve regulatory compliance* through documenting calls.
- Benefit from a comprehensive understanding of employee activity and customer interactions.
- Optimise other business systems through simple integration options such as CRMs.
- Simplify dispute resolutions with a history of recorded interactions.
- Understand the impact of training and quickly identify training gaps.
- Provide excellent service through monitoring and maintaining the quality of customer interactions.
- Automatically measure speaking behaviors and update scoring in real time when used with Vocal Coach Soft Evaluators module.

Capture Interactions

Develop a comprehensive view of your customer interactions, with voice, text and data recording, allowing managers to hear what is being said on the call as well as viewing what is being executed on the agent's desktop. Videos with synchronised voice and screen capture can be exported and played back using the browser-based media player. The entire customer interaction can then be attached to email or CRM.

QUALITY MANAGEMENT SUITE INCLUDES:

- **Call Recording:** Interaction recording and live monitoring of telephone conversations.
- **Screen Recording:** Recording and live monitoring of an agent's desktop activity.
- **Text Recording:** Recording interactions carried out over text, such as email, IM, webchat, and SMS.
- **Agent Evaluation:** Call scoring and agent coaching for contact centres.
- **Speech-to-text transcription:** Converts audio recordings to searchable text documents either using an automated recording policy or on-demand.

*For information on meeting compliance needs, please see the "Quality Management Suite – Meeting PCI DSS Compliance requirements"

Evaluate, Coach, and Measure

The Agent Evaluation module with optional Vocal Coach makes it simple for supervisors to provide actionable feedback to agents. Focus on key performance indicators and agent behaviors 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. Managers can review 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.

Improve Training

No one likes to have someone looking over their shoulder while working - the Quality Management Suite allows managers to unobtrusively monitor agents in real time. Continuous feedback and learning are provided through quality monitoring, and agent coaching helps to increase employee morale, job satisfaction, and agent retention. Quality Management Suite displays each user's status, so managers can better utilise their coaching time, monitoring calls as they arrive. Calls can then quickly be evaluated using customisable scorecards, and coaching sessions become more effective, as real examples from captured interactions can be used

KEY FEATURES

Multi-Channel Recording and Live Monitoring

- Quality Management Suite provides options for recording, storing and analysing all customer interactions regardless of media type through support for audio, text and screen recording. Supervisors are easily able to identify non-compliance, procedural issues, and customer experience problems by analysing historic recordings, as well as monitoring and coaching agents in real-time.

Desktop Utility

- Start, stop and pause recordings directly from the desktop. As well as controlling the recording in real time, information can be tagged to the specific recording using flags.

Unified User Interface

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

Scorecards

- The Evaluation module allows supervisors to score staff against a range of criteria from greeting the caller correctly, providing the customer with the correct information, to up-selling products.

Multi-language Support

- Users can select the language they want. Supported languages include; English, Spanish, French, Canadian French, Italian, German, Swedish, Arabic, and Portuguese.

Analyse Recording

- When used alongside Enghouse Interactive's Vocal Coach solution you gain the ability to analyse recordings or update scorecards automatically in real time.

API Access

- Complimentary APIs leverage the value of interaction recordings with other existing business systems such as CRMs. Quality Management Suite integrates with other Enghouse Interactive products including Communications Center, Contact Center: Enterprise and Vocal Coach.**

Speech-to-text transcription

- An optional feature that converts audio recordings into text documents. This can be automated using recording policies or manually initiated. All text documents are indexed and can be searched. Transcriptions can also be used within evaluations.



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About Enghouse Interactive

We are a leading provider of customer experience technology. Our technology is designed to help business maximise the value of their customer interactions using any form of digital or voice communication, making customer experience teams more productive, leaving more time for proactive customer engagement. Our products include both cloud and premise based solutions giving our customers the alternatives and flexibility they desire.

Learn how our suite of products have enabled over 10,000+ mid-market and enterprise customers globally increase customer retention and acquisition by improving customer service, contact centre operations and better understanding the voice of the customer.

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