



Enghouse
ARTIFICIAL INTELLIGENCE

AI-Enabled Agent Evaluation



**Enghouse
Interactive**

enghouseinteractive.co.uk

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 lots of manual effort and considerable time. Call and screen recording and live agent monitoring tools, supervisor-led advisor evaluations, and coaching systems - all require lots of 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 pioneering Artificial Intelligence (AI) and Natural Language Processing (NLP) enabled technology can reverse this situation.

Enghouse SmartQuality uses AI and NLP to evaluate advisor 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 advisors



Do it better

AI is objective and consistent, reducing subjectivity in the advisor evaluation process



Gain actionable insights

Combine customer interactions into the Voice of the Customer program



Improve continuously

Well-coached advisors and actionable insights improve CX



Increase revenue

Improving customer experiences drives better business

Create positive outcomes for customers and advisors, do more with less
- and do it better!



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 advisor's ability to handle issues efficiently is vital but equally important is showing empathy to your customers.

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

Evaluate all advisor interactions

Using AI, SmartQuality can evaluate up to 100% of advisors and customer interactions, across all channels. This significantly improves overall insight into individual advisor'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 advisors alike.

Instead of constantly putting out fires, 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 KPI's, creating a bias-free scoring system. This not only saves managers and supervisors significant time but also enables impartial scoring and management of advisors. 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 will empower existing advisors and speed up onboarding times for new employees, helping to increase employee satisfaction and reduce attrition.

Understand more about your customers via every interaction

Calls and digital interactions are packed full valuable insight, 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 advisor 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

Increase your revenue by helping your advisors to qualify better, handle objections more decisively and close deals more quickly.

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

Improved Advisor Engagement

With more objective evaluation and better coaching employees are more motivated and engaged. Advisors are better equipped to handle each interaction and deliver a positive outcome. Improved coaching will also reduce the time taken to on-board new advisors.

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 advisors will deliver better service with higher first contact resolution (FCR) rates.

Not only do higher FCR rates lead to happier customers, but it also increases efficiency. Getting it right the first time means agents don't need to handle the same query multiple times.



Complementary solutions and consulting practices



Enghouse
CALL RECORDING
& QUALITY MANAGEMENT



Enghouse
AUDIO BRANDING



Enghouse
SURVEY
MANAGEMENT



Enghouse
PLATFORM
TECHNOLOGIES



Enghouse
CONTACT CENTER

Choice of deployment options



EnghouseCloud



EnghouseHybrid



About Enghouse Interactive

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 EI'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-premise, 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.



Imperium
Imperial Way
Reading
RG2 0TD

call **+44 (0) 20 3357 3040**
visit **enghouseinteractive.co.uk**