Enghouse Interactive
**Quality Control &
Customer Insight**
Solutions

...your way

How to control, maintain and improve the quality of your customer service?

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To maximise customer satisfaction, companies need to focus on the customer's end-to-end experience. Accordingly, it is vital to look at the entire journey and to capture and analyse customer interactions across all channels. This is how successful organisations obtain valuable business intelligence and actionable insights to understand customers better and identify valuable opportunities.

Happy customers become repeat customers

Quality customer service starts with providing effortless and efficient support, responding to customers' issues in a timely, friendly manner as well as handling any complaints swiftly. Customers expect seamless cross-channel service and value personalised interactions. Understanding customers' needs and meeting them is key for building long-lasting, trusting relationships and retaining customer loyalty. However, failing to deliver on customer expectations can result in dissatisfied customers leaving and doing business elsewhere.

Not only will best in class Quality Control & Customer Insight solutions enable organisations to maintain consistent levels of service excellence, but also fuel significant customer experience improvements.

From cost centre to revenue generator

The ability to monitor and manage the cost of your service operations is essential to ensuring profitability and controlling overspending. Quality Control measures staff activity (remote and in-office), monitors key metrics, analyses quality levels and identifies issues or unusual activity. From cost management to quality assurance and planning, Enghouse Interactive Quality Control & Customer Insight solutions help identify cost savings and productivity improvements as well as safeguard revenues. Using these insights at scale and linking them to measurable impacts adds a fresh dimension to viewing customer service. As well as opening up new revenue opportunities that will maximise your investment and benefit the bottom line.

Removing barriers to agent productivity

The success of your service operations rests on the competence and efficiency of your contact centre agents. Support your advisors with the right resources, AI-powered tools, coaching and real-time feedback. This will not only help agents be more productive but also unfold their full potential, improving motivation and reducing attrition. Our Quality Control & Customer Insight solutions deliver real-time support, evaluate performance without bias and identify training needs for agents. So you can discover and resolve pain points before they become serious problems for customers and advisors alike.

Managing risk & compliance

With more and more data flowing across geographical boundaries, protect your consumers' personal data is increasingly difficult and important. Strict adherence to local and international laws such as HIPAA, GDPR, PCI-DSS and MiFID II is crucial to protecting your business and your customers. Failure to comply can lead to large fines and affect your company's reputation. Quality Control solutions such as automated interaction monitoring and recording can reduce the risk of compliance violations and potential fraud, helping you to avoid litigation, financial impact and damage to your reputation. Verifying that contracts are explained correctly can drastically reduce cancellations while capturing all communications can help resolve potential customer disputes.

Features of Enghouse Interactive Quality Control & Customer Insight Solutions

Real-time Monitoring and Reporting

Enghouse Interactive Real-time Monitoring and Reporting generates historical and real-time statistics. It provides a set of standard reports and key data for needs-based, meaningful evaluation. Users can define more granular reports and real-time statistics for individual queries while company-wide reporting tools can also be integrated.

Real-time Monitoring and Reporting relays the active and ongoing status of your service operations providing a continuous low-latency stream of relevant and current data. It can also identify potentially serious problems instantly. By tracking real-time monitoring data over time, you can uncover and even predict trends and performance as well as plan adjustments in resources or your routing configuration.

Multichannel Customer Interaction Recording

Our best-in-class Customer Interaction Recording solution offers multichannel recording, intuitive centralised dashboards, security customisation and analytics. You can easily search, replay and export captured interactions across all digital channels, including videos with synchronised voice and screen capture, as well as attach them to emails or CRM entries. Record, collect, and analyse rich contextual data for a comprehensive view of all your customer interactions to better your service offering, increase customer satisfaction, and improve operational procedures.

Call Recording

Benefit from real-time monitoring and historical playback for internal, inbound or outbound call activity. Enghouse Interactive Call Recording allows you to capture telephone conversations either on-demand, full-time, or based on configurable triggers such as date, time, percentage, number ranges and caller ID. You can record, pause/resume and redact portions of customer interactions to meet compliance requirements. Recordings serve to confirm details from past interactions helping to solve disputes and complaints, ensure compliance, and improve agent training.

Screen Recording

Benefit from real-time monitoring and historical playback for internal, inbound or outbound call activity. Enghouse Interactive Call Recording allows you to capture telephone conversations either on-demand, full-time, or based on configurable triggers such as date, time, percentage, number ranges and caller ID. You can record, pause/resume and redact portions of customer interactions to meet compliance requirements. Recordings serve to confirm details from past interactions helping to solve disputes and complaints, ensure compliance, and improve agent training.

Text recording

Contact centres are increasingly offering multiple channels by which customers can contact them. From email, web chat, and social media, to Instant Messaging and SMS, Enghouse Interactive provides recording options for most text-based communication methods.

Speech-to-text Transcription

By converting audio recordings into searchable text documents, businesses are able to index, analyse, and access information from every call or conversation. Quickly locating key words and phrases contained within call recordings, you can leverage this information to identify new opportunities, discover insights about your customers and their experience, reduce risk, and improve operational efficiencies across your contact centre. Transcription can be automated according to recording policies or initiated manually. Enghouse Interactive Speech-to-text Transcription supports 30+ languages and 40+ dialects with automatic speaker identification.

Text Analytics

With text analytics, you can collect information from all touchpoints in your omnichannel environment, including voice transcriptions, and use semantic analysis to turn unstructured data into structured information. All text files, whether transcriptions or text recordings, are indexed and can be filtered based on topics, issues or queries. When analysed and transformed into actionable insights, this information helps contact centres to assess the customer's perception of their interaction with your business and identify sentiment trends for specific agents and as a whole. From there, contact centre managers can identify overarching areas for improvement, agents in need of training, agents that deserve rewards, and make better decisions about the future of their operations.

Real-Time Speech Analytics

Enghouse Interactive Real-Time Speech Analytics offers fully automated quality assurance and call optimisation for every call. It analyses agent and customer speech, including stress levels and script adherence, to deliver automatic live feedback to agents and team leaders, ensuring compliance and providing the opportunity to monitor, coach and improve

conversations in real-time. Whether in the contact centre or at home, agents can use our innovative speech analysis technology to coach themselves. The 100% objective nature of the tool helps them to correct mistakes during calls and optimise every conversation to increase customer satisfaction.

Business Intelligence

Contact centres generate a significant amount of data, however, knowing which data-dots to connect in order to reveal the underlying business insights can be challenging at best. It takes the right data aggregation, analytics and reporting tools to turn it into meaningful information. Enghouse Interactive Business Intelligence (BI) transforms the data generated in your contact centre into actionable insights, accomplishing data visualisation and interaction for even the most complex queries in just seconds. Understanding why customers contact a company, the problems they encounter, and common questions asked, all of this provides valuable information about the entire customer journey that drive better business decisions and improved contact centre operations.

Call Accounting

Enghouse Interactive Advanced Call Accounting provides a comprehensive analysis of your communications systems, consolidating data into a single, centralised system that reveals valuable information on how resources are being used, misused – or abused. From managing your telecommunications costs and network infrastructure, Call Accounting helps to recognise potentially fraudulent activity, while identifying cost savings and productivity improvements. Especially now that a greater proportion of employees are working remotely, the ability to control all staff activity (remote and in-office) is crucial for gaining visibility and preventing overspending. Monitoring key metrics such as inbound call times and analysing quality levels can help to identify and warn of issues or unusual activity trends.

Score Cards

Agent scorecards are an easy-to-use feedback tool that helps managers to deliver objective employee evaluations, identify areas for training, assess quality processes and generate insights to continually improve your customer service delivery. Empowering your agents to unfold their full potential and become more productive can reduce contact centre attrition and help improve the customer experience. Agents can also self-score, encouraging staff to evaluate and improve on their own performance.
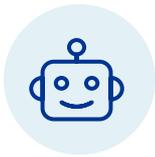
AI-Enabled Agent Evaluation

Enghouse Interactive Agent Evaluation enables a comprehensive analysis of up to 100% of interactions –across a multitude of channels –voice, text, email, SMS, social media, and webchat. Using Artificial Intelligence (AI) and Natural Language Processing (NLP) technology facilitates an unbiased, comprehensive and consistent agent evaluation. Objectively evaluating 100% of all agent communications will simultaneously impact both agent and customer retention. Regularly coached, more motivated, and engaged agents will be better equipped to handle customer interactions optimally for your brand, delivering a positive outcome, higher first contact resolution (FCR) rates and an improved experience for your customers.

Voice of the Customer (VoC)

Unlocking Voice of the Customer insights aims to identify the expectations, likes and dislikes of previous, current, and prospective customers regarding products or services offered, pinpointing action plans and empowering your team to embed customer intelligence into their daily decisions. While CX benchmarking methods such as the Net Promoter Score (NPS) are useful measures to quantify and compare customer experience and satisfaction, they are limited. They only tell you how satisfied customers are, but don't tell you why they feel the way they do or how their experience can be improved. In order to identify the "why" hidden in NPS and CSAT feedback, you need to analyse customer conversations as well as brand-administered feedback such as satisfaction surveys. Collect the complete 'Voice of the Customer' by including valuable web chat, email, social media, and even speech-to-text data. Enghouse Interactive's multichannel Voice of the Customer solution uses advanced artificial intelligence (AI) to extract actionable insights from conversational platforms and feedback programmes with greater than 95% analysis accuracy.

Workforce Management

Enghouse Interactive Workforce Management enables you to effectively manage your staff, whether they are working remotely or in your office. It provides everything required to optimise staffing and scheduling, including the ability to forecast demand and develop accurate, insightful reports. Intuitive and easy to use, Enghouse Interactive Workforce Management reduces administrative effort and delivers a better experience for agents helping to increase efficiency and improving your overall customer service operation.
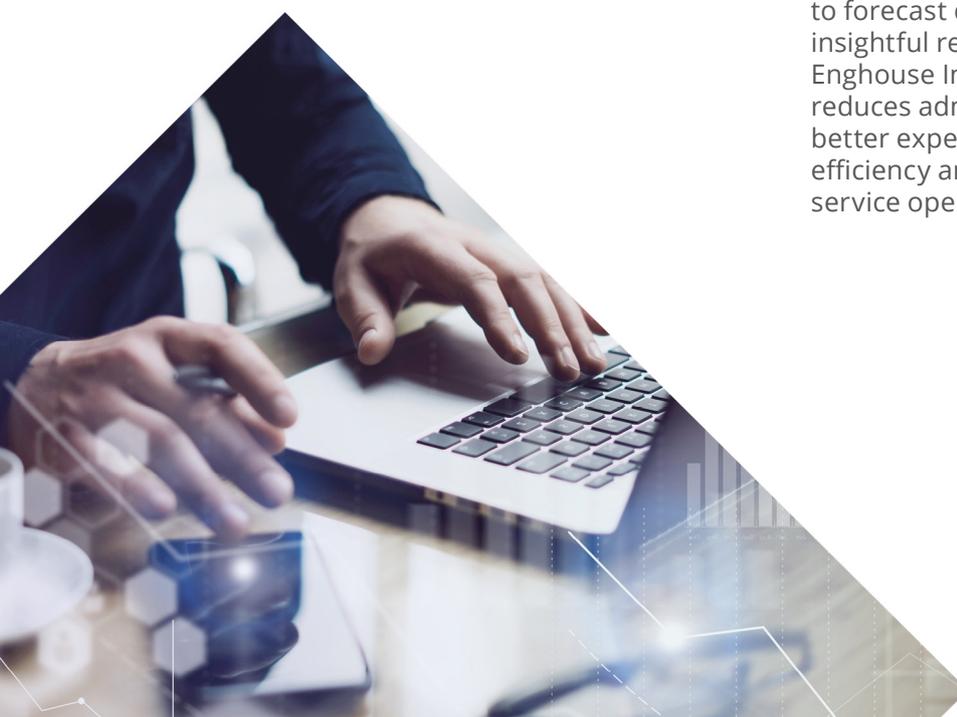
Flexible & Scalable

Enghouse Interactive Quality Control & Customer Insight solutions are highly scalable. A modular 'pay-for-what-you-need' system, you can choose what you need today and add licences and features when the time is right for you.

UC Agnostic

All Enghouse Interactive Quality Control & Customer Insight solutions are platform independent and compatible with multiple best of breed PBX, UC and call/contact centre platforms.

Deployment Options

Enghouse Interactive has the deployment expertise to deliver the right solution to meet all your requirements – now, and in the future. Our solutions support the full range of deployment methods from premise-based, through to private, public or community cloud and even hybrid requirements.

Certifications & Accreditations

Working with leading industry partners and adhering to the most stringent standards, Enghouse Interactive is one of the first omnichannel recording platforms in the world certified for Microsoft Teams.

Solution certified for
Microsoft Teams

SYSTEM CERTIFICATION
ISO 27001
SGS

About
Enghouse Interactive

We are the world's most reliable customer contact technology provider. Our global brand is built on our track-record of consistently honouring our commitments to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of customer contact software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre into a powerful growth engine.

Our practices and solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably. Supporting over 10,000 customers, in 120+ countries, Enghouse Interactive works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere and via any channel.

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