

Quality Management Suite

CALL RECORDING AND QUALITY MANAGEMENT
FOR CONTACT CENTRES AND BEYOND

Quality management doesn't have to be expensive or limited to the contact centre. Observe business processes, improve customer service, and resolve customer disputes with proven contact centre software.

The Quality Management Suite includes:

- Enghouse Interactive Call Recording: interaction recording and live monitoring.
- Enghouse Interactive Agent Evaluation: call scoring and agent coaching for contact centres.
- Enghouse Interactive Computer Recording: desktop recording and live monitoring.

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.

Capture Interactions

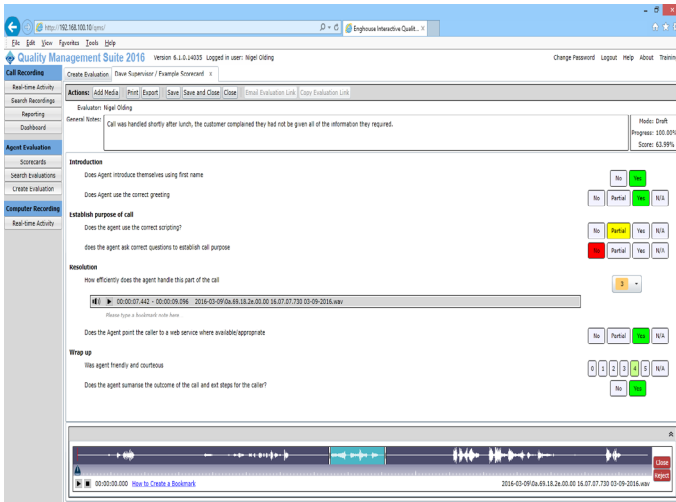
Have a comprehensive view of your customer interactions, with voice and data synchronisation allowing managers to hear what is being said on the call as well as viewing what is being executed on the agent's desktop. Videos with synchronised voice and desktop capture can be exported and played back using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

“The ability to set up and use the software within an hour was astonishing. It was a wonderful shock to see how easy it was!”

NRG ENERGY

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 behaviours and update scoring in real time when used with Real-Time Speech Analytics Soft Evaluators module



Evaluate, Coach and Measure

The Agent Evaluation module with optional Real-Time Speech Analytics, makes it simple for supervisors to provide actionable feedback to agents. Focus on key performance indicators, and agent behaviours 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 live-monitor agents unobtrusively. Continuous feedback and learning is 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

Screen recordings and live monitoring

As well as capturing the call, the desktop activity can also be recorded, enabling supervisors to easily identify broken processes and improve the customer experience. Supervisors can also monitor in real time to coach and fix issues immediately.

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.

Score cards

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 recordings

When used alongside Enghouse Interactive's Real-Time Speech Analytics solution you gain the ability to analyse recordings or update score cards 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 Centre, Contact Centre: Enterprise and Real-Time Speech Analytics.**

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

**Speak to your Enghouse Interactive representative to find out more.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes omni-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.