Enghouse Interactive

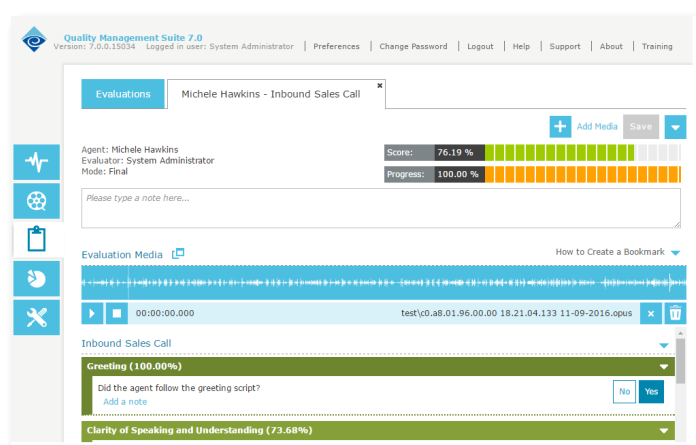# Quality Management Suite

Performance and Peace of Mind

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 interaction recording solution that is utilised by businesses of all sizes across the world for compliance, security or improving service levels.

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

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 while viewing what is being executed on the agent's desktop. As well as real-time capture, 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.

Call Evaluation Screen

Why 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 resolution 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

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, instant messaging, web chat, and mobile text (SMS)

› Agent Evaluation: Call scoring and agent coaching for contact centres

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

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 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 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 channel 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.
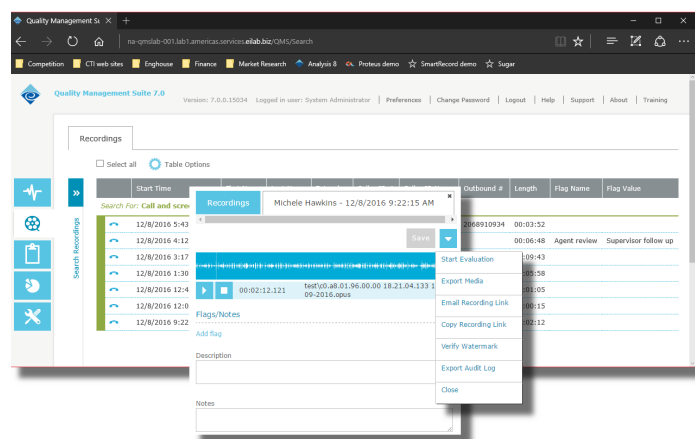
MULTI-LANGUAGE SUPPORT

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

ANALYSE RECORDINGS

When used alongside Enghouse Interactive's *Real-time Speech Analytics* solution, you gain the ability to analyse recordings or update scorecards automatically in real time.

API ACCESS

Complementary 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*.**

Recording Playback for Evaluation

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

Enghouse Interactive

www.enghouseinteractive.com.au

About Enghouse Interactive

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