



Quality Management Suite

QUALITY AND COMPLIANCE SOLUTIONS PAPER

Optimise contact centre quality and compliance to create outstanding customer experiences across your business.

Create a positive impact on your customer interactions using Enghouse Interactive's comprehensive software solution Quality Management Suite (QMS). Get the tools you need to develop and measure contact centre performance while ensuring, in real-time, that best practices and compliance requirements are met.

The Challenge

Balancing the goals of the business and customer needs is difficult. In a dynamic environment, organisations need to provide consistent, accurate and high quality customer service, while remaining profitable and compliant with industry regulations.

With more information flowing through a contact centre in a single day than any other part of the business, this has become a very complex and delicate management task.

Developing a great customer service gives your business a competitive advantage over the opposition. To achieve a great reputation for customer service you need real-time, enterprise level technology and compliance tools that will scale to your business needs with a low total cost of ownership..

The Solution

Quality Management Suite (QMS) is part of Enghouse Interactive's comprehensive Communications Center solution for contact centres. With its light touch and easy to use interface, QMS expands the capabilities and accuracy of agents, empowers managers and provides peace-of-mind for all customer voice interactions.

Core QMS web client functions are:

- Call Recording
- Screen Recording
- Agent Evaluation

Five things you need to know

1. **Achieve regulatory compliance:** meet compliance/PCI requirements, improve dispute resolution with full-time or on-demand call and screen recording and screen shots. Reduce liability and achieve regulatory compliance through documenting calls.
2. **Ensure exceptional service:** maintain quality customer interactions with unobtrusive live monitoring and measurable performance indicators for superior agent capability. Optimize other business systems through simple integration options such as CRMs
3. **Know your customer:** recordings and real-time speech analysis provide valuable insight into customer sentiment that can be used to identify trends, such as churn, competitive analysis, or business opportunities.
4. **Provide real-time feedback:** Speech Analytics gives agents scores, checklists and hints during a call to maintain optimum customer service.
5. **Simplify usability:** tighter integration with CC enables unified user admin and the alignment of the GUI to TouchPoint creates a seamless end user experience.

Call and Screen Recording documents customer interactions for improved dispute resolution and gives your business evidence for liability protection and audit trails.

Recordings are an invaluable training aid to develop agent ability through highlighting best practices and identifying individual weaknesses. Tight integration with Communications Center allows recordings to be accessed within the common interface.

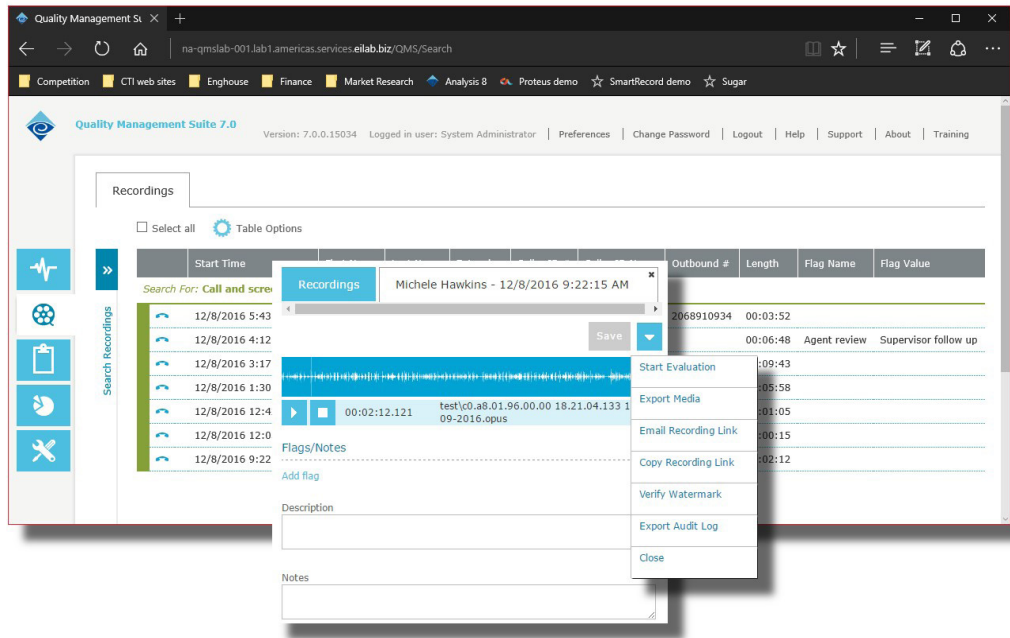


Figure 1 Recording playback for evaluation

Scheduled reporting on quality metrics give managers the tools to assess areas of service that need to be improved. The Dashboard tab displays up to four key metric charts for a quick overview making QMS a powerful yet simple and intuitive contact centre management tool.

Maximize Customer Service and Quality

Real-time Speech Analytics (RTSA) is an invaluable tool for quality assurance, campaign optimisation and agent development. This powerful QMS module functions as a virtual coach to ensure every customer call is handled with the same high quality and compliance standards using speech analytics in real-time or on batch processing from the recording database.

RTSA analyzes agent and customer speech to provide live feedback to agents, ensuring quality and compliance through script adherence (hard speech evaluators) and alerts for cross talk, poor sound, stress levels etc. (soft speech evaluators).

RTSA can auto-analyse historical recordings to identify trends, issues or opportunities and to help identify individual agent training needs. Up to 70 hours of recordings can be analyzed in less than an hour.

Supervisors and managers can address quality issues in real-time or review flagged or bookmarked recording to assess individual agent training needs to fine-tune the quality of your customer service.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre self-service, attendant operator consoles and workforce optimization. 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 hybrid requirements.