

Recording & Quality Management

Whether you are looking for call logging (100% call recording) to meet regulatory requirements, mitigate risks or improve your contact center performance, the Recording & Quality Management application from PerformanceEdge™ is designed to help you meet and exceed your goals. It helps you easily identify, record and analyze the most appropriate interactions and coach agents, so you can reduce risks, develop your employees and improve your business processes.

Highlights

- Robust voice and screen recording, quality scoring, speech analytics and customer surveys.
- Integrated speech analytics that analyze and report on each and every recorded interaction.
- Multisite, multi-system support.
- Flexible business-driven recording rules.
- Seamless integration with leading ACDs and predictive dialers.
- Browser-based user interface.
- Integrated customer survey tools tied to call history and recording.
- Easy-to-create evaluation forms.
- Agent self-evaluation and feedback tools with online coaching.
- Automated email reports that identify calls to focus on through speech analysis.

Recording & Quality Management from PerformanceEdge records and evaluates agent performance and captures real-time customer feedback, giving you insight to both business issues and agent performance. It simplifies the call recording process to help your business comply with regulatory requirements and provide new opportunities to derive value from the customer knowledge you gather with every customer interaction.

The application's key product component includes Aspect® Quality Management™, which offers essential call logging (100% recording), speech analytics, quality monitoring and agent coaching capabilities to help you meet regulatory requirements, mitigate risks and improve your customer facing processes.

By providing 100% call recording, it helps you pinpoint the most appropriate customer interactions to record and evaluate to drive improvements to people and processes. And with its integrated speech analytics, Aspect Quality Management lets you automatically analyze and report on the content, context, purpose and outcome of every recorded conversation to quickly identify and act on important trends.

To improve customer satisfaction and agent performance, Aspect Quality Management provides integrated customer surveys and robust reporting to streamline agent quality evaluations. Reports include links to actual recordings for accurate insights into each interaction and best-in class recordings can be stored and distributed to agents for coaching and training purposes.



Key Benefits

- Easily evaluate and coach agents to improve their effectiveness.
- Obtain direct feedback from agents and customers to improve performance.
- Rapidly identify and respond to trends.
- Enhance cross-sell/up-sell opportunities.
- Ensure regulatory compliance and reduce litigation risks.
- Reduce complexity through integration.
- Enable process improvement across the enterprise.

Easily Evaluate and Coach Agents to Improve their Effectiveness

Aspect® Quality Management™ lets you easily evaluate agent quality performance so you can identify top performers for recognition and provide coaching for lower performers. The solution empowers agents to improve their effectiveness by allowing them to view evaluation forms, recorded calls and screens, as well as coaching feedback on specific customer interactions--all from an easy to use interface.

Agents can also review their colleagues' best-in class interaction recording examples for coaching and training purposes. Recordings can be downloaded in standard Windows® Media formats so you can distribute top examples to agents for review using any PC or standard Windows® Media Player device. Examples can also be integrated with your own training systems. All of these built-in mechanisms help your agents observe how to deliver a great customer experience, enabling them to apply new skills immediately and ensuring they are truly an extension of your corporate culture and branding.

With the use of these standard Windows® file formats, Aspect Quality Management also lets you easily share and distribute illustrations of your customer's experiences throughout your organization to demonstrate to other departments exactly how a marketing program, a collection process or other campaign is influencing your ability to service your customers.

Obtain Direct Feedback from Agents and Customers to Improve Performance

There are two people at the heart of every customer interaction, the customer and the agent. Directly engaging both in the quality process can help you to identify broken processes before they become critical business issues. Your agents can participate in the quality process by flagging interactions to be recorded and reviewed by their supervisor.

Integrated security features provide the ability to allow agents to access only those recordings for which they have responsibility to review and then supervisors and quality assurance professionals can grade and comment on their targeted interactions.

Agents can also be given the opportunity for self-evaluation by initiating coaching sessions where both the agent and supervisor can evaluate the same call and compare their scores right on line with the system's calibration interface.

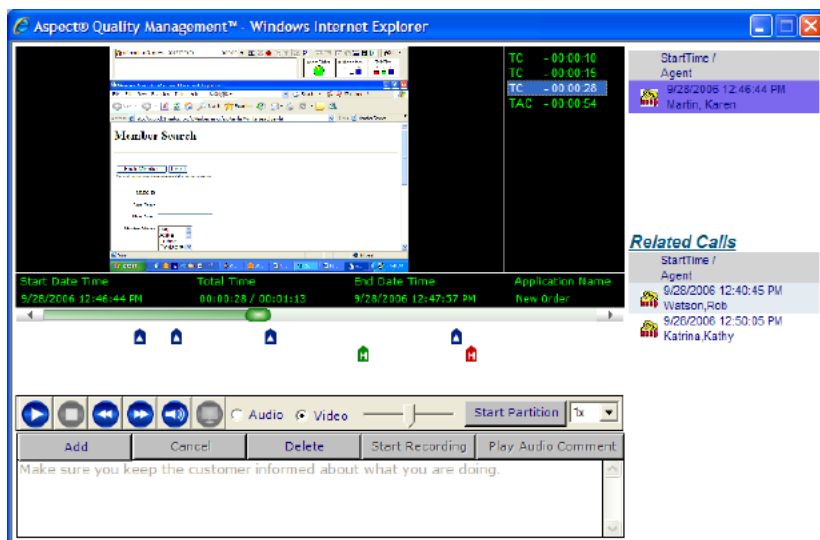
Aspect Quality Management enables you to involve the customer in the quality process as well through integrated customer surveys. Ask your customers for their feedback on their interactions with your contact center and you can truly make them advocates for the higher quality of their own experience. Customer feedback is attached directly to the call that it was based on so that specific performance improvements can be made quickly.

Rapidly Identify and Respond to Trends in Customer Satisfaction, Agent Performance and Sales and Marketing Effectiveness

The Aspect Quality Management business rule engine can make identifying reasons for repeat customer calls easier than ever. Using specific call completion codes, your contact center staff can easily classify recordings into first call resolution types. The balance of the recordings can carefully be graded to identify root cause and ultimately to alter processes and behavior to increase first call resolution.

And when you are ready to take advantage of the latest speech analytics technology, Aspect Quality Management's integrated CallMiner Eureka! capabilities can automatically identify the true reason for each and every call and can show you how those calls are being handled which will focus your improvement efforts on the areas that will have the greatest impact.

Aspect Quality Management lets agents review best-in class interaction recording examples with training feedback pinpointed to the exact moment that is most important to learn from.



CallMiner Eureka! allows you to analyze each and every call you record so you can quickly identify and act on important trends in customer satisfaction, agent performance, sales effectiveness and marketing effectiveness. And because Aspect® Quality Management™ collects so much metadata, you'll gain a complete analysis of your customer interactions so you can easily pinpoint the root cause of changes in performance. You can also automatically generate daily email reports of the most important calls for you to listen to based on criteria you define.

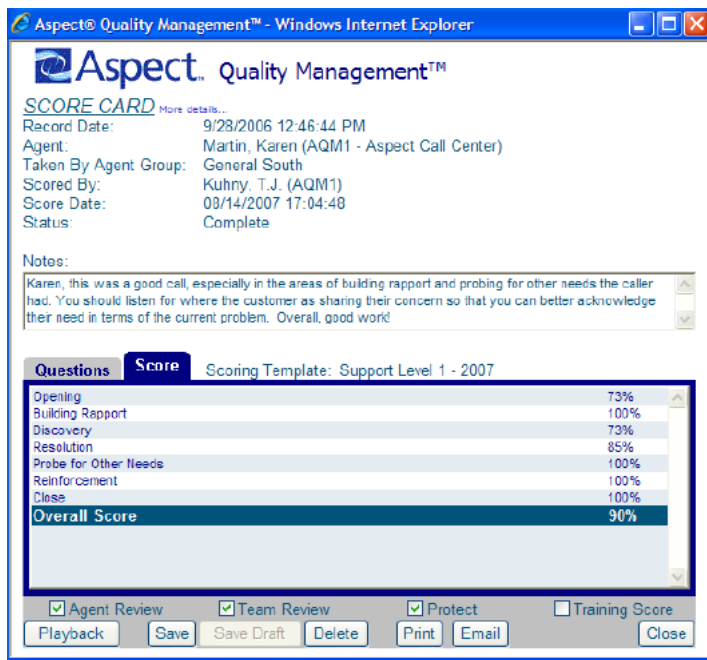
Enhance Cross-Sell and Upsell Opportunities

In addition to helping identify important customer trends, Aspect Quality Management can also help you identify new revenue opportunities. By utilizing business data in association with the customer interaction recording, your organization can precisely identify and evaluate specific high value customer interactions, providing the ability to deploy new sales tactics and strategies as appropriate. Truly understanding how effective your cross-sell and upsell methods are on every call can be done as never before with Aspect Quality Management's speech analytics. Are your agents effective in their efforts, and are they identifying all of the right opportunities to cross-sell and upsell? Aspect Quality Management's speech analytics can uncover the real answers to help drive increased revenues and strategic success.

Ensure Regulatory Compliance and Reduce Litigation Risks

Aside from raising the cost of doing business, industry regulations and frivolous lawsuits increase the stakes for companies to ensure that they are acting responsibly and ethically. Aspect Quality Management enables you to easily record, evaluate and report on your customer facing business processes so you can comply with these regulations and mitigate risks.

The solution's recording cache capabilities enable you to record 100 percent of customer interactions as a precaution, with the flexibility to apply business rules to archive only those interactions relevant to compliance requirements, resulting in lower storage costs. You can record both voice and data portions of your customer interactions, including back-office or screen-only interactions such as email and web chat.



Each interaction is captured using a standard based recording format and can be stored over the long term in a secure environment. From a secure administration console, your staff can easily access those recordings using time and date stamps and metadata like customer account number or agent ID.

And with the solution's speech analytics capabilities, calls that are out of compliance can be automatically identified so you can focus on fixing real problems that may have been overlooked.

Reduce Complexity and Cost through Integration

Because quality management is central to improving your customer interactions, Aspect Quality Management allows you to seamlessly integrate and share data with other key contact center technologies in a variety of ways. It supports integration with other PerformanceEdge™ applications, as well as all leading suppliers of ACDs and PBXs to reduce to reduce complexity and costs and provide a greater return on your investment.

And with its synchronization capabilities across the various applications within PerformanceEdge, Aspect Quality Management lets you easily create workflows, such as sharing quality scores with Aspect® Performance Management™ for a common view of performance data to improve efficiencies and reduce administrative costs.

Aspect Quality Management allows for the creation of customized scorecards so you can provide agents with real-time quality performance feedback for coaching purposes.

System Capabilities

- Quality Monitoring and 100 percent recording.
- Advanced speech analytics.
- ACD data kept in sync with no re-entry.
- Business-driven recording rules with properties based on ACD and business data.
- Record on-demand can capture entire call.
- Agent screen recording including multiple monitors.
- High compression rates.
- Browser-based.
- Unlimited logons for sharing information across enterprise.
- Multiple reviewers with calibration.
- Integrated customer survey.
- Agent coaching and self-evaluation.
- Standard reports and customizable templates based on ACD teams.
- Automatically tag and trigger recordings based on screen activity.
- Web Services API for application integration.
- Record and evaluate back-office interactions such as email and web chat.

PerformanceEdge™ makes it easier for contact centers to be more effective by synchronizing workforce management, recording & quality management, performance management, campaign management and coaching and e-learning—giving you the power to take immediate, effective and measurable action to change your reality. PerformanceEdge’s synchronized applications include the following products:

Workforce Management

Aspect® eWorkforce Management™ is the leader in assuring you have the right agents with the right skills at the right time by providing in-depth strategic planning and workforce management tools to improve the performance of inbound, blended and outbound staffing resources.

Recording & Quality Management

Aspect® Quality Management™ records and evaluates agent performance and captures real-time customer feedback, giving you insight to both business issues and agent performance.

Performance Management

Aspect® Performance Management™ measures and communicates results to continuously improve business processes and ensure performance is aligned with overall goals by providing scorecards and analysis that can automatically initiate alerts and actions on the fly.

Campaign Management

Aspect® Enterprise Campaign Manager™ and Aspect® Campaign Optimizer™ offer campaign management that increases productive contacts in outbound and blended centers by helping establish best-time-to-call and outbound campaign strategy management.

Coaching & eLearning

Aspect® Performance Management™ and Aspect® Quality Management™ provide capabilities that enable needs based coaching and tracking of results while eLearning is supported with a sophisticated offering including learning management and content authoring tools.

About PerformanceEdge™

PerformanceEdge combines workforce management, recording and quality management, performance management, campaign management, and coaching and eLearning to enable organizations to holistically respond to changing business conditions. The PerformanceEdge applications dynamically interoperate to help contact center managers consider everything and act immediately. Inbound, outbound and blended contact centers can now more easily control costs, enhance service levels, align performance with strategic goals, and extend those benefits into the enterprise. For more information, visit www.performanceedgesuite.com.

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