Enghouse Interactive

Quality Management Suite

CALL RECORDING AND QUALITY MANAGEMENT FOR CONTACT CENTERS AND BEYOND

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

The Quality Management Suite (QMS) includes:

• **Enghouse Interactive Call Recording:** interaction recording and live monitoring.

• **Enghouse Interactive Agent Evaluation**: call scoring and agent coaching for contact centers.

• **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. QMS enables you to document interactions as well as provide consistent and constructive feedback to employees.

QMS 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.
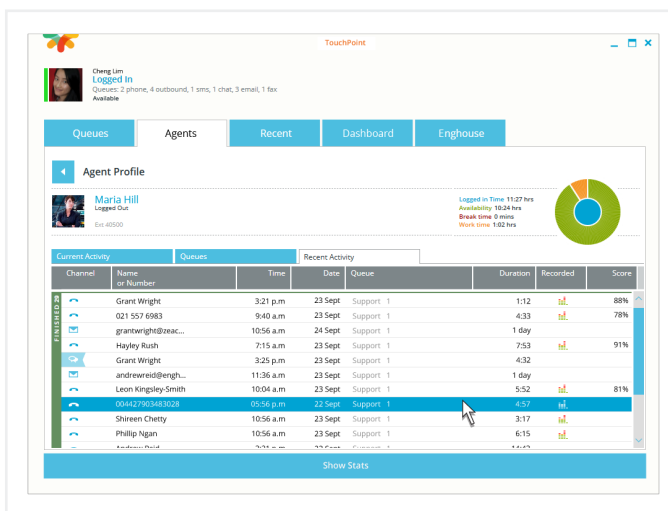
Capture Interactions

Gain a comprehensive view of your customer interactions, with voice and data synchronization 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 synchronized voice and desktop capture can be exported and played back using standard media players. The entire customer interaction can then be attached to e-mail or CRM record, and assessed in the Agent Evaluation Module.

"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 QMS?

• 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

• Understand the impact of training and quickly identify training gaps

• Optimize other business systems through simple integration options such as CRM's

• Simplify dispute resolutions with a history of recorded interactions

• Provide excellent service through monitoring and maintaining the quality of customer interactions

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Evaluate, Coach and Measure

The Agent Evaluation module with optional 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 center'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 - QMS allows managers to live monitor agents unobtrusively. Continuous feedback and learning is provided through quality monitoring and along with agent coaching helps to increase employee morale, job satisfaction, and agent retention. QMS displays each users' status, so managers can better utilize their coaching time, monitoring calls as they arrive. Calls can quickly be evaluated using customizable scorecards, and coaching sessions become more effective, as real examples from captured interactions can be used.

Key Features

Unified user interface

All QMS modules are available from a single web-based user interface requiring minimal training.

Call recording

QMS enables you to capture the conversation between your employee and the customer. This recording can then be stored securely (if required), for as long as needed.

Screen recordings & 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, Pause recordings directly from the desktop. As well as controlling the recording in real time, information can be tagged to the recording using flags.

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 for QMS (Supported languages include; English, Spanish, French, Canadian French, Italian, German, Swedish, Arabic and Portuguese.)

Analyze recordings

When used alongside Enghouse Interactive's Speech Analytics solution you gain the ability to analyze recordings.

API access

Complimentary APIs leverage the value of interaction recordings with other existing business systems.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, 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 even hybrid requirements.