Observe business processes, improve customer service, and resolve customer disputes with proven contact center software. Quality management does not have to be an expensive endeavor, nor does it have to be limited to the contact center. The voice of the customer can be a powerful tool, and Enghouse Interactive Quality Management Suite software puts captured interactions to work across company silos.

The Quality Management Suite includes:
- **Enghouse Interactive Call Recording**: interaction recording and monitoring software
- **Enghouse Interactive Agent Evaluation**: call scoring and agent coaching for contact centers
- **Enghouse Interactive Computer Recording**: Desktop computer recording and monitoring software

**Positively Impact Business**
Investing in your employees, like equipping them through training and quality monitoring programs, can positively impact your business. The Quality Management Suite enables you to document interactions as well as provide consistent and constructive feedback to employees.

**Business Benefits**
- Improve employee training with “real life” examples and real-time feedback
- Optimize company systems for ideal performance
- Ensure employees appropriately utilize business assets
- Gain a comprehensive understanding of employee activity and customer interactions
- Reduce liability and achieve regulatory compliance by documenting calls
- Provide an audit trail for security
- Meet legal obligations
- Unobtrusively and efficiently monitor and train agents

**Capture Interactions**
The Quality Management Suite offers companies a comprehensive view of customer interactions. Voice and data synchronization allows managers to hear what is being said on the telephone as well as view what is being executed on the agent’s desktop. Videos with synchronized voice and desktop capture can be exported as .wmv.
files and played back using standard desktop media players. The entire customer interaction—including desktop video and the telephone conversation—can be attached to e-mail or CRM records, and assessed in the Agent Evaluation module.

**Improve Training**

No one likes to have someone looking over their shoulder while working. Using Quality Management Suite software, managers can live monitor agents silently, relieving stress on the agent, making the observation more natural and less strained. The continuous feedback and learning provided through quality monitoring and agent coaching can help increase employee morale, job satisfaction, and agent retention.

The Quality Management Client displays each users’ status, so managers can better utilize their coaching time, monitoring calls as they arrive, rather than waiting at an employee’s desk for a call to monitor.

Supervisors and quality assurance managers can quickly evaluate calls with customizable scorecards. Coaching sessions will be more effective, as concrete examples from captured interactions—video and call recordings—can be highlighted and evaluated.

**Fine-Tune Business Systems**

Average handle times (AHT) and post-call wrap-up times can be reduced through streamlined business systems. Live monitoring, review of full-motion videos, and selective application recordings can provide insight into the flow of business systems and can help to identify employee training needs.

**Evaluate. Coach. Measure.**

The Agent Evaluation module makes it easy for supervisors to provide actionable feedback to agents. The process includes:

**EVALUATE AGENT ACTIVITIES**

Focus on key performance indicators (KPIs) and agent behaviors and activities that accomplish your contact center’s goals. Evaluations can be completed for any type of interaction capture, including call recordings with full motion videos or application-specific desktop video recordings.

**COACH AGENTS WITH SPECIFIC FEEDBACK**

Review the evaluations together with the agent, highlighting examples from captured interactions to illustrate key learning points.

**MEASURE RESULTS**

Built-in reports provide unique insight into performance trends and training needs. Export reports to share results with management and other departments. Evaluation information is critical for informal contact centers that typically do not have a high ratio of managers or supervisors to agents.

**Key Features**

**UNIFIED USER INTERFACE**

All of the Quality Management Suite modules—from call recording, agent evaluation, and computer recording—are available from a single web-based user interface. The easy-to-use web-based interface requires minimal training for contact center managers and supervisors.

**MULTIPLE RECORDING OPTIONS**

Administrators can elect to record interactions on-demand, full-time, or using triggers like DNIS and caller ID information.

**SCREEN RECORDINGS**

Automatically capture a visual record of employees’ desktop computer activity, regardless of telephone usage. Rule-based profile options allow administrators to be very targeted with desktop recording efforts. Computer recordings can be triggered based upon application usage, scheduled, full-time, or activated when a telephone call occurs.

**SYNCHRONIZED VOICE AND VIDEO**

Managers can view the entire customer interaction, synced with the telephone audio, providing insight into the flow of business systems and processes.

**FLAG INTERACTIONS**

Authorized users can mark captured interactions—call recordings and desktop video—using customizable flags, enabling businesses to easily search and retrieve interactions and capture critical business data with the interaction recordings.
LIVE MONITORING
Contact center managers can view employee desktop activity and listen to calls in real-time. Ideal for spot monitoring and to provide employees timely feedback.

MULTI-LEVEL ACCESS RIGHTS
Administrators can assign permissions to managers for monitoring, recording, video, playback and reporting on individual employees and groups.

MULTI-SITE SUPPORT
Live monitor and record from any location with the web-based user interface.

SEARCH AND RETRIEVE
Integrated search capabilities encompasses multiple media types—including desktop captures and call recordings—in a single search interface.

Telephone interactions can be retrieved using multiple criteria including: time and date, user name, user’s department, user’s location, call duration, inbound caller ID name and number, DNIS*, flagged name or value, and outbound number dialed.

Desktop recordings can be retrieved through searches by date, time, or user name.

SIMPLE CONFIGURATION
Multiple users can be configured using an intuitive interface. Recording and monitoring can begin in a matter of minutes.

MULTI-LANGUAGE SUPPORT
Users can select which language they want to interact with the Quality Management Suite. Supported languages include English, Spanish, French, Canadian French, Italian, German, Portuguese, Danish, Dutch, Russian, Swedish, Norwegian, Finnish, and Ukrainian.

AGENT EVALUATION SCORING
Multiple scoring modes are available within each scorecard (Yes/No/Not Applicable, 1-5/Not Applicable, 0-9), since not every question will conform to a single scoring format.

An unlimited number of call evaluations and scorecards can be created to meet your business’ needs.

EVALUATION REPORTS
Agent Evaluation reports can be saved, scheduled, and included in the Quality Management Suite dashboard. Export reports to share positive results throughout your business.

Powerful reports focus on performance trends and training needs:

- **Scores Overview**—Understand how the average scores for each of your team members compare to one another.
- **Training Requirements**—Uncover training gaps as it relates to each skill or question covered on a scorecard.
- **Score Trending**—Track the overall quality scores for agents over time.
- **Score Trending by Question**—Compare scores over time by each question/skill on the scorecard.
- **Scores by Evaluator**—View the average score and number of evaluations completed by each evaluator.
- **Evaluator Calibration**—Compare evaluators’ behavior and identify deviations for each question on a scorecard.
- **Evaluator Productivity**—View the number of evaluations completed by individual evaluators for each scorecard.

API ACCESS
Administrators can extend the power of the Quality Management Suite using complimentary APIs. Integrate custom applications to leverage the value of interaction recordings with existing business systems.

* Applies to selected IP telephony systems, contact Enghouse Interactive for additional information.
SYSTEM ALERTS
Automated e-mails and system event log entries alert administrators when the following occur:

- Communication between the call recording service and data service fails
- Disk space becomes low on any storage location
- Database read/write or connection failures
- Disk read/write failures
- Network interface failures
- Critical errors occur in third party call control interfaces, such as a loss of connection with the PBX

DEPLOYMENT
Data switches are configured to send the Quality Management Server a copy of every VoIP packet going to and from the IP PBX.

For multi-site deployments, the Quality Management Server is installed on Windows servers distributed across multiple locations and the remote servers are interconnected via the WAN for real-time live monitoring and activity recording from any location.

Scalability is achieved by adding Windows servers.

COMPUTER RECORDING DEPLOYMENT
Administering and deploying Computer Recording is a simple process using our deployment tool. Users are tracked by Windows domain login, allowing administrators to silently upgrade or uninstall software remotely.

The Quality Management client interface shows which desktops have the Desktop Agent installed, and when the system last contacted the servers.

See the Quality Management Server Specifications sheet or contact your Enghouse Interactive representative for complete technical requirements.

Technology
Quality Management Suite software runs on standard Windows servers, and requires no proprietary hardware or complex installation.

ARCHITECTURE
The Quality Management Suite employs a distributed-services software architecture that is ideal for single and multiple-site deployments. Fault tolerant and highly reliable, the solution is scalable to thousands of users and can be managed from any location via the Web-based Quality Management client interface. Flexible storage options allow administrators to store calls on local servers, network storage or storage area network (SAN) locations.
About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, Trio, and Zeacom. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company’s communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.