

PerformanceEdge® Quality Management

Whether you are looking for call logging (full-time call recording) to meet regulatory requirements, mitigate risks or improve your contact center performance, PerformanceEdge Quality Management is designed to help you meet and exceed your goals. Integrated recording and quality management capabilities help you identify and record the most appropriate interactions, evaluate agent performance and capture real-time customer feedback to provide insight on both business issues and contact quality.

PerformanceEdge Quality Management offers essential call logging (full-time recording), speech analytics, quality monitoring and agent coaching capabilities that help improve the quality of your customer interactions. These capabilities help power the Productive Workforce™ Unified Communications Application from Aspect to help small, medium and large enterprises enhance customer satisfaction, improve agent effectiveness and comply with increasing legal requirements and security concerns.

Easily Evaluate and Coach Agents to Improve their Effectiveness

PerformanceEdge Quality Management includes robust recording, monitoring and evaluation tools that give you insight into the complete customer experience and help improve agent quality performance.

Both voice and data portions of your customer interactions can be recorded based on flexible business-driven recording rules you define. IVR sessions used for self-service applications can also be recorded and linked to the subsequent agent call for complete cradle-to-grave quality tracking. In addition, live monitoring of agents' audio and screen interactions can be conducted by supervisors to facilitate real-time assistance, enhance coaching and improve efficiency.

Integrated quality scorecards let you easily evaluate agent quality performance, so you can identify top performers for recognition and provide coaching for lower performers. Using an easy to use interface, Agents can view evaluation forms, recorded calls and screens, as well as coaching feedback on specific customer interactions to empower them to improve their effectiveness.

Recordings can be downloaded in standard Windows® Media formats and top examples can be distributed to agents for review using any PC or standard Windows® Media Player device. These built-in mechanisms help your agents observe how to deliver a great customer experience and enable them to apply new skills immediately.

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.



Highlights

- Robust voice, screen and IVR recording, quality scoring, speech analytics and customer surveys.
- Integrated speech analytics that analyze and report on each and every recorded interaction.
- Live monitoring to facilitate real-time supervisor assistance.
- 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.
- Robust security and encryption to help promote compliance with regulatory requirements, such as PCI DSS.



Your agents can participate in the quality process by flagging interactions to be recorded and reviewed by their supervisor. 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 online with the system's calibration interface.

You can also involve your customers in the quality process using the software's integrated customer surveys to obtain feedback on their interactions. And feedback from these surveys can be attached directly to the call that it was based on, so that specific performance improvements can be quickly addressed.

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

The PerformanceEdge® Quality Management business rules 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 be graded to identify root causes and ultimately, to alter processes and behavior to increase first call resolution.

PerformanceEdge Quality Management also offers the latest speech analytics technology through its integration with CallMiner Eureka!, to quickly identify and act on important trends in customer satisfaction, agent performance, sales effectiveness and marketing effectiveness. This robust speech analytics capability helps you identify the true reason for each and every call and how those calls are being handled to focus your improvement efforts on the areas that will have the greatest impact.

Ensure Regulatory Compliance and Reduce Litigation Risks

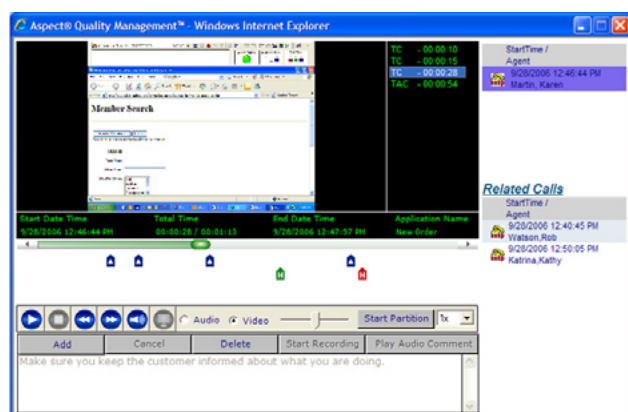
PerformanceEdge Quality Management can play a vital role in your overall strategy to ensure regulatory compliance and mitigate risks. The solution's recording cache capabilities enable you to record all of your customer interactions as a precaution, with the flexibility to apply business rules to archive only those interactions relevant to compliance requirements, resulting in lower storage costs.

Each interaction is captured using a standard-based recording format in a secure environment and can be easily assessed using time and date stamps along with other 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.

Robust security and encryption features are also included to help ensure sensitive customer data is securely handled. All audio and screen data is encrypted using 256-bit encryption for secure transmission over the network as well as secure file storage and playback.

Reduce Complexity and Cost through Integration

Because quality management is central to improving your customer interactions, PerformanceEdge Quality Management seamlessly integrates and shares 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 complexity and costs and provide a greater return on your investment.



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

PerformanceEdge® Group

The PerformanceEdge Group is a dedicated resource within the Aspect organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise.

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About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

