



Aspect® Quality Management™

Effective customer engagement requires a strong emphasis on agent quality control. By integrating quality monitoring with recording and survey capabilities, you can identify the most appropriate interactions, evaluate agent performance and capture real-time customer feedback to provide insight on both business issues and contact quality.

Aspect Quality Management offers effective ways to assess quality of voice and text-based customer interactions drawing from multiple sources of quality including supervisors, QA analysts, customers and others. These features help small, medium and large enterprises enhance customer satisfaction, improve agent effectiveness and comply with increasing legal requirements and security concerns.

Key Differentiators for Aspect

- ✓ **Comprehensive View of Agent Quality**
Surface potential quality issues early and from all perspectives including supervisor, customer, agent and automated analytics
- ✓ **Advanced Form Building**
Dynamic form building allows users to create many different types of questions based on needs, driving more detailed discovery on behaviors that require attention
- ✓ **Modern, Graphical User Interface**
Highly simplified, web-based, graphical user interface with same look and feel as other WFO components significantly increases agent/supervisor productivity and morale
- ✓ **Integrated Performance and Quality Monitoring**
Achieve new levels of performance improvement with the ability to assign coaching from within QM evaluations page using native workflows
- ✓ **Integrated Speech Analytics**
Within the evaluation screen, easily view key words/phrases identified during the call and jump to those key words/phrases using the speech tab
- ✓ **Enhanced Disaster Recovery Features**
Includes tools to simplify the process of replicating the recording database
- ✓ **Speaker Separation**
Audio sources can be separated for more effective use of speech analytics
- ✓ **Consistent Scoring Across Contact Center**
Ensure consistency and perceived fairness of quality scores with easy-to-use scoring calibration

Key Components

- **Workforce Optimization User Interface**
Aspect Quality Management integrates seamlessly with the other components of the Aspect® Workforce Optimization™ suite of products. Agents are provided with a single graphical user interface for all components of Aspect Workforce Optimization, which sports a modern, uniform, look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. The WFO interface gets people engaged with tools they enjoy, making the entire system easier to learn and use and providing exciting new quality monitoring options for Aspect Quality Management users.

With this new user-centric design, Aspect has been able to remove any technology barrier between the agent and the complexities of quality monitoring, so agents and supervisors can stay focused on their goals. With easy-to-use graphical icons, widgets, dashboards and screen layouts, agents and supervisors are provided with a much simpler and cleaner way to view and score interactions. Intuitive dashboards keep agents on track with a quick glance at the screen. In essence, users can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

- **Agent Evaluation**

Aspect® Quality Management™ includes robust, monitoring and evaluation tools that give you insight into the complete customer experience and help improve agent quality and performance. Voice and screen sessions can be recorded using Aspect® Recording™ and subsequently evaluated with easily created dynamic evaluation forms. In addition, live monitoring of in-office and work-at-home agents' audio and screen interactions can be conducted by supervisors to facilitate real-time assistance, enhance coaching and improve efficiency.

Using the modern and intuitive interface, Agents can self-evaluate or take advice from coaches (via Aspect® Coaching™) using recorded calls and screens with markers at points in the recording where the coach noted that the call could be improved. Recordings can be downloaded in standard Windows media formats, and top scoring examples can be distributed to agents for review using virtually any common computing device from PCs to smartphones. These features help your agents observe how to deliver a great customer experience and enable them to apply new skills immediately.

- **Calibration**

To ensure that all coaches are providing uniform measures for call scoring, the Aspect Quality Management calibration interface includes workflow capability that automatically schedules all coaches to score certain pre-qualified calls, transfers the scoring request to their work queues, and gives them a specific time-frame in which to do the calibration scoring. This best-in-class calibration system ensures that agents are getting the fairest and most understandable scores, so that they can improve their call handling technique and know that quality scores are fair.

- **Performance from a Quality Perspective**

By integrating Aspect Quality Management with Aspect® Performance Management™, contact center supervisors can view quality in the context of other types of agent performance, giving them a powerful tool to identify the best and worst performers. After performing the scoring process in Aspect Quality Management, the results are available for transfer to the performance management solution, which uses various sources of performance such as WFM, Speech Analytics, CRM and Sales, to display a performance scorecard and important KPIs. Based upon pre-determined thresholds, the performance management solution can initiate a full coaching workflow with a clear link back to the exact point in the conversation that generated the coaching in the first place. This integrated view of quality and performance is one of the most effective means available for ensuring that agents reach new levels of performance improvement. With integrated performance and quality systems, supervisors can also measure the effectiveness of particular coaching actions to determine which to use in the future.

- **Agent, Supervisor and Customer Feedback**

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. Agents can also be given the opportunity for self-evaluation by initiating coaching sessions where both the agent and supervisor can evaluate the same interaction and compare their scores online with the system's calibration interface. You can also involve your customers in the quality process by combining quality scores from AQM with speech analytics scores from Aspect® Engagement Analytics™ inside of Aspect Performance Management.

- **Built for Ease-of-Use**

Aspect® Quality Management™ was designed with usability in mind. In addition to the graphical Web user interface, AQM features many conveniences like Screen Pop-Outs that allow the replay window to be detached, resized and moved to another monitor and Quick Views that allow the user to easily view an interaction and associated meta-data while remaining on the search grid screen.

Key Features

- Comprehensive view of agent quality as evaluated by supervisor, agent, customer and automated analytics
- Modern, intuitive, browser-based user interface removes technology barrier and dramatically shortens learning curve
- High performance, fully integrated speech analytics monitors 100% of customer interactions and provides valuable insights
- Provides a valuable source of quality data for performance scorecards
- Tight integration with Aspect Via® customer engagement center, Aspect® Unified IP®, and Aspect® Performance Management™
- Easily turn voice recordings into coaching modules
- Integrated customer survey tools tied to interaction history and recording
- Easy-to-use scoring calibration system
- Easy to create dynamic evaluation templates with dependent questions and assignable weights
- Agent self-evaluation and feedback tools with online coaching
- Variable resolution of screen recordings to optimize storage capacity
- Available on-premises, hosted, hybrid hosted or on the Aspect Via Platform
- Saved and shared searching makes it easy for QA staff to develop and share filters for specific call types

The screenshot displays the Aspect Performance Management interface. On the left, there is a video player showing a screen recording of a call. Below the video is a table of call interactions with columns for Channel, Direction, Type, Date Time, Agent, and Duration. The table lists several calls from 9/18/2019 to 8/27/2019, all handled by Matt Forte. On the right, the 'Evaluation' screen is shown for a specific call. It includes a dropdown for the evaluation template, tabs for Details, Actions, Evaluation, Annotations, and Attachments, and a 'Complete: Pass 83%' indicator. The evaluation form is divided into sections: 'Greetings Section' (Pass 83%) and 'Agent Performance Section' (N/A). The Greetings Section includes questions like '1. Yes/No Type Question' (Pass 100%), '2. True/False Type Question' (Fail 0%), '2A. Dependent Question' (Pass 100%), '3. Custom Options Question Type' (Pass 100%), and '4. Free Form Question Type' (N/A). The Agent Performance Section includes '1. List Type Question' (N/A).

Example Evaluation Screen

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About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our large-enterprise contact center software is used by millions of agents every year and supports billions of consumer interactions around the world. Flexible, highly scalable, best-of-breed applications for self-service, live contact management and workforce optimization help companies keep agents engaged while providing exceptional customer service experiences. Available on-premises or in your choice of hosted, private or public cloud environment. For more information, visit www.aspect.com. Follow Aspect on Twitter at [@AspectSoftware](https://twitter.com/AspectSoftware). Read our blogs at <http://blogs.aspect.com>. #GOODCALL

