



Aspect® Quality Monitoring™

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 Monitoring 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
- ✓ **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 Monitoring 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 Monitoring 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 enter interaction scores interactions as well as the full history. 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 Monitoring™ 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 linked to the subsequent agent interaction for complete cradle-to-grave quality tracking. 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 Monitoring 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 Monitoring 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 Monitoring, the results are available for transfer to the performance management solution, which uses various sources of performance such as WFM, 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 using the software's integrated customer surveys to obtain feedback on their interactions via Aspect® Surveys™. Feedback from these surveys can be attached directly to the interaction on which it was based, so that specific performance improvements can be quickly addressed.

- **Advanced Speech Analytics**

Aspect Quality Monitoring is tightly integrated with Aspect® Speech Analytics™, which allows you to quickly and automatically understand the biggest drivers of calls to your business, and where you need to focus to improve performance. For example, Aspect Speech Analytics can target first call resolution by identifying repeat callers and determine why they are calling multiple times, in fact, it can automatically categorize the reasons for calls across thousands of customers. Our speech analytics capability can also quickly zero in on unusual call dynamics such as silence areas and long hold periods to determine the underlying issue.

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 provides valuable insights
- Provides a valuable source of quality data for performance scorecards
- Tight integration with Aspect® Unified IP®, Aspect® Zipwire®, 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 evaluation forms
- Agent self-evaluation and feedback tools with online coaching
- Compatible with 2014 SQL Server

The screenshot displays the Aspect Quality Evaluation interface. At the top, the user is logged in as 'Robinson, Ian'. The main content area is titled 'Jackie Abernathy, 20/01/2015, 13:11'. On the left, a video player shows a call recording. Below it, a table lists call records:

Type	Agent	Date	Time	Duration
Jackie Abernathy	Jackie Abernathy	20/01/2015	13:11	00:02:14
Matt Forte	Matt Forte	21/01/2015	17:30	00:00:19
Matt Forte	Matt Forte	21/01/2015	18:30	00:00:19
Matt Forte	Matt Forte	21/01/2015	18:51	00:00:19
Matt Forte	Matt Forte	21/01/2015	19:05	00:00:19
Matt Forte	Matt Forte	21/01/2015	19:32	00:00:19
Matt Forte	Matt Forte	21/01/2015	19:59	00:00:19

On the right, the evaluation form is titled 'Admin, 12.50, agent performance scorecard template'. It has tabs for 'Details', 'Evaluation', 'Annotations', 'Attachments', and 'Speech'. The 'Evaluation' tab is active, showing two sections:

- Section 1** (Pass 50%)
 - 1. Yes/No Question Type (Pass 100%)
 - Yes
 - 2. True/False Question Type (Fail 0%)
 - False
- Section 2** (Pass 90%)
 - 1. Multi Line Question Type (Pass 100%)
 - Did the agent ask for the customer's name before telling them further details about their account? And if so, did the agent ask if the customer would like to be addressed by their first name thereafter?

Example
Evaluation
Screen

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About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities that drive dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging all the benefits of the cloud and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit www.aspect.com.

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