

Audiolog

For Contact Centers

Audiolog Interaction Quality™

Verint's *Audiolog Interaction Quality* evaluation software is designed to provide the smoothest possible call evaluation and scoring experience. With an easy-to-learn and easy-to-use interface, *Audiolog Interaction Quality* provides the tools you need to measure, analyze, document, and improve the performance of your contact center.

On-Line Form Designer

Design the form, create the questions, and assign score values all on-line, viewing the actual form as you build it. *Audiolog Interaction Quality* provides multiple scoring options, including section-based and skill-based score calculations, default answers and a variety of answer types such as Yes/No, Yes/No/NA, check boxes, programmable ranges, and customizable pull-down lists.

Evaluations

From within a single Microsoft® Internet Explorer® browser window, quality evaluators can select the call to be evaluated, control the voice and screen playback, and fill out the evaluation. Quality evaluators who are familiar with a web browser will require only minimal training.

Audiolog Interaction Quality Powered by ASP.net

Home Evaluation Reporting Administration About Logoff AUDILOG\Patrickadmin

Task: Create New Evaluation

Agent: Debra Brown

Template: Sales Support

Select Recordings Date

Skills	Score
Customer Skills	66
Knowledge Skills	100
Opening	100
Politeness	100
Thoroughness	80

Create New Evaluation

Sales Support Evaluation Score: 89.33 of 100 Performance: 89.33%

Courtesy Knowledge Skills Offline

Knowledge

Score: 121 of 123 Performance: 98% Normalized: 20 of 20

Has sound understanding of the Customer Care Center conventions

Was provided with accurate products and services knowledge

Was provided with accurate Customer Care Center procedures knowledge

Was provided with accurate policies and procedures

Demonstrates sound knowledge of systems, processes, and use of resources

Has sound knowledge of Customer Care ground rules

Section Comments

Agent needs coaching on procedures especially relating to CC

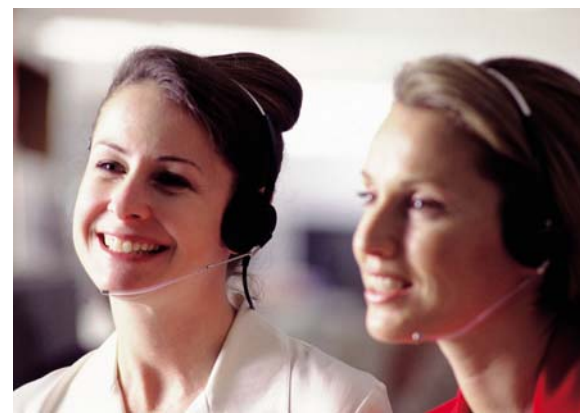
Features not normally seen at this price point

Multiple scoring options – flexible, browser-based form designer

Unified Evaluation Workspace – see agent's desktop and score call at same time in same screen

Calibration – review variance and standard deviation in call scoring between multiple call evaluators

Integration – can be customized for use with Audiolog Digital Recorders or as a stand-alone system



Comprehensive Reporting

Audiolog Interaction Quality makes it easy to analyze and summarize the performance of your organization's agents, groups, and evaluators. Standard and customizable reports provide access to detailed information, summaries, and trends. View reports on-screen, print them on-demand, or set-up a schedule for reports that are delivered automatically via e-mail. Reports can also be exported to formats that can be e-mailed as attachments.

- Detail Reports provide a view of the results of all evaluations
- Performance Trend Analysis Reports present charted performance trends for each section of an evaluation over time.
- Daily Evaluator Activity Reports provide a summary of the daily activities of each Evaluator.
- **Key Performance Indicator (KPI) Reports** compare scores against other measurable performance data.
- Error Reports provide at-a-glance summaries of error rates per scoring element to enable supervisors to quickly identify coaching opportunities and trends on their team. Drill-down functionality within these reports identifies agents and occasions where the errors occurred.

Evaluation Details by Group			
		October 18, 2007	
Customer Name, 1 Customer Drive, Customer City, CS, 99999, USA, 555-555-5555			
Bob / Scorecard	Score	Max	Pct.
Group: Customer Support	13.48	20.13	63.38%
Agent: Bob	10.50	40.00	46.25%
Scorecard: 10/07/2007 (EVID00486)	14.00	40.00	35.00%
Evaluator: MIQSERVER\john			
Evaluation Comments: _____			
Greeting	6.13	10.00	61.29%
Identify Medicare	5.00	5.00	100.00%
Identify Self	5.00	5.00	100.00%
Offer assistance	5.00	5.00	100.00%
Tone	0.00	8.00	0.00%
Speed/Pace	4.00	8.00	50.00%
Section Comments: _____			
Caller Relationship	4.50	45.00	10.00%
Address caller appropriately	2.00	8.00	25.00%
Show respect	2.00	8.00	25.00%
Acknowledge Callers Emotion	0.00	8.00	0.00%
Apologize appropriately	0.00	8.00	0.00%
Active Listening	0.00	8.00	0.00%
Control of the conversation	NA	8.00	NA
Section Comments: _____			
Telephone presentation	30.00	30.00	100.00%
Tone	NA	8.00	NA
Volume	NA	8.00	NA
Clarity	NA	8.00	NA
Language	NA	8.00	NA
Speed/Pace	NA	8.00	NA
Dead Air/Mute	5.00	5.00	100.00%
Section Comments: _____			
Telephone Protocol	5.00	5.00	100.00%
Holds -- Appropriateness	NA	8.00	NA
Holds -- Procedures Followed	NA	8.00	NA
Transfers/Conferences -- Appropriateness	NA	8.00	NA
Transfers/Conferences -- Procedures Followed	NA	8.00	NA
Section Comments: _____			

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Sophisticated Calibration Functionality

Audiolog Interaction Quality's calibration feature helps you to measure and compare quality evaluators' scoring techniques, as well as standard deviation from averages or goals.

Security

You have full control over who can create, edit, and use scoring forms, as well as which agents' calls can be evaluated.

Audiolog Integration

Audiolog Interaction Quality can be tightly integrated with the Audiolog digital recording system, or it may be used as a stand-alone evaluation system.

Powerful, Scalable, and Affordable

Audiolog Interaction Quality provides sophisticated quality monitoring capabilities, yet is inherently scalable and affordable for small to mid-sized contact centers and public safety call-answering centers.

Detailed Group

Filename: [Details.rpt] Subject: [Detailed Group] Title: [Detailed Group Report] Author: [MSE, Inc.] Comments: [Detailed report by Group, Agent, Evaluation, Section and Element.] Modified: [6/13/2006 4:10 PM]

Please enter the requested values:

The Corporation for the agents and evaluations you wish to view	All
The Division for the agents and evaluations you wish to view	All
The Department for the agents and evaluations you wish to view	All
The Agent whose evaluations you wish to view	All
Please select the Group for the agents and evaluations you wish to view	All
Please select the Call Type for the agents and evaluations you wish to view	All
Please select the Section for the agents and evaluations you wish to view	All
Please select the Evaluator for the agents and evaluations you wish to view	All
Please select the Supervisor for the agents and evaluations you wish to view	All
The Flag for the agents and evaluations you wish to view	All
The Department Head for the agents and evaluations you wish to view	All
The Division Head for the agents and evaluations you wish to view	All
The Corporation Head for the agents and evaluations you wish to view	All
The Date Field you wish to perform the search against	Evaluation Created Date
Please select the date range for the evaluations you wish to view	Custom [01/01/2007] [07/15/2007]
Suppress Call Data records from appearing on the report	<input type="checkbox"/>
Suppress the evaluator name from appearing on the report	<input type="checkbox"/>
Show only Elements less than Maximum Score	<input type="checkbox"/>

Show Treeview Export file type: PDF View Export Edit

For more information please call:



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