Enghouse
Interactive

QUALITY MANAGEMENT SUITE
QUALITY AND COMPLIANCE

SOLUTION PAPER

Optimize contact center quality and compliance to create outstanding customer experiences across your business. Create a positive impact on your customer interactions using Enghouse Interactive's comprehensive software solution Quality Management Suite (QMS). Get the tools you need to develop and measure contact center performance while ensuring, in real-time, that best practices and compliance requirements are met.

The Challenge

Balancing the goals of the business and customer needs is difficult. In a dynamic environment, organizations need to provide a consistent, accurate and high standard of customer service, while remaining profitable and compliant with industry regulations.

With more information flowing through a contact center in a single day than any other part of the business, this has become a very complex and delicate management task. Developing a great customer service gives your business a competitive advantage over the opposition. To achieve a great reputation for customer service you need real-time, enterprise level technology and compliance tools that will scale to your business needs with a low total cost of ownership.

FIVE THINGS YOU NEED TO KNOW

- **Achieve regulatory compliance:** Meet compliance and PCI DSS requirements, and improve dispute resolution with full-time or on-demand call, text and screen recording.
- **Ensure exceptional service:** Maintain quality customer interactions via unobtrusive live monitoring and measurable performance indicators for superior agent capability.
- **Know your customer:** Recordings and real-time speech analysis provide valuable insight into customer sentiment that can be used to identify trends, like churn, competitive analysis, or business opportunities.
- **Provide real-time feedback:** Speech Analytics gives agents scores, checklists and hints during a call to maintain optimum customer service.
- **Simplify usability:** Integration with Enghouse Interactive Communications Center enables unified user admin while the alignment of the GUI to the TouchPoint client creates a seamless end user experience.

The Solution

Quality Management Suite (QMS) is part of Enghouse Interactive's comprehensive Communications Center solution for contact centers. With its light touch and easy to use interface, QMS expands the capabilities and accuracy of agents, empowers managers and provides peace-of-mind for customer voice interactions. Core QMS web client functions include Call Recording, Text Recording, Screen Recording, Agent Evaluation, and Speech-to-Text Transcription.

Call, text and screen recording document customer interactions for improved dispute resolution giving your business evidence for liability protection and audit trails. Transcriptions can enable additional insight by providing searchable documents for identifying valuable business intelligence, identifying compliance breaches or fraud, and improving quality management.

Recordings are an invaluable training aid to develop agent skills through highlighting best practices and identifying individual areas for attention. Tight integration with Communications Center allows recordings to be accessed within the common agent or supervisor TouchPoint interface. Scheduled reporting on quality metrics gives managers the tools to assess areas of service that need to be improved. The Dashboard tab displays up to four key metric charts for a quick overview making QMS a powerful yet simple and intuitive contact center management tool.

Maximize Customer Service and Quality

QMS includes powerful tools for quality management. Agent Evaluation provides a quality management framework for training and evaluating staff using a controlled set of processes. All media types are supported for evaluation purposes and results can be measured over time to quantify improvements and highlight aspects requiring attention.

VocalCoach is an invaluable tool for quality assurance, campaign optimization, and agent development. This QMS add-on module functions as a virtual coach to ensure every customer call is handled with the same high quality and compliance standards. VocalCoach analyzes agent and customer speech to provide live feedback to agents, ensuring quality and compliance through script adherence ('hard speech evaluators') and alerts for cross talk, poor sound, stress levels etc. ('soft speech evaluators').

Speech-to-text transcription converts audio recordings into searchable text documents. Transcription can be automated via the QMS recording policies, or manually initiated. All text files, whether transcriptions or text recordings, are indexed by the QMS text indexing engine and can be searched using powerful search options. Business intelligence insights, compliance adherence and customer experience are all examples of the information that can be unlocked through speech-to-text.

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