



Knowledge Capture – Voice Archive Assessor

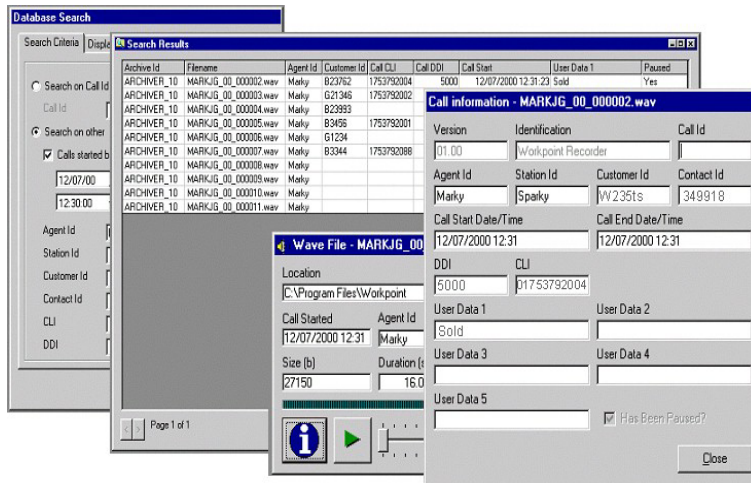
Features and Benefits

Quality Management -Assessor

Knowledge Capture – Voice Archive Assessor has been designed as a powerful enhancement to Knowledge Capture – Voice Archive allowing agents performance and call quality to be appraised accurately and fairly. Through the reporting options Assessor allows an overall assessment of the call centres performance and highlights areas requiring improvement.

Assessor is unquestionably a vital tool for today's progressive Contact Centre market.

Once calls are identified and replayed they can be marked for various quality measures. Each measure is either



marked as a 'Pass / Fail' or as a point score. The quality measures shown will depend on the campaign that the call is a member of, and help messages are provided for each quality measure.

The quality management staff can then add comments both against each measure or score and for the call in general, finally entering the next action for this call. Knowledge Capture –Voice Archive Assessor is supplied with a number of standard reports and enhanced reporting with an ad-hoc reporting tool based on the industry leading reporting tool, Business Objects.

Standard reports included are:

- Agents score overall
- Agents score by question
- Agents score by campaign
- Scores by team overall
- Team score by campaign
- Teams score by time
- Ratings by monitors

The enhanced reporting will allow the user to save reports in HTML format for publication on an Intranet.

Product Specification

The Assessor is made up of four main components.

Search Criteria: Searches can be performed for call centre recordings using different criteria.

Recordings: Having conducted a search, a list of recordings appears. Here calls can be reviewed and quality monitored / scored in the Assessor module.

Admin:

This module allows set-up of Assessor users and privileges, also agents, teams & campaigns, which are used to score recordings. The configuration of the result comments and next action points are also set up here.

Reports: Create and view reports based on the scoring of the recordings. The type of report you can view here is in MS Excel. If you have purchased the enhanced reporting package, Business Objects, then a further link will be available to this package.

Features

- Scoring allows quality measure by agents call / individual campaigns
- Each measure is marked either as a 'Pass / Fail' or a point score
- Standard and customisable reporting using Business Objects
- Individual campaign question sets can be created for accurate agent assessment
- Help messages assist supervisor in assessment scoring
- Assessor module automatically generates agents overall score
- User intuitive GUI allows fast assessment
- Next Action field provides clear instruction for agents training/progression

Benefits

- Powerful tool for overall assessment of Call Centres performance
- Highlights strengths and weaknesses of Call Centre activity
- Accurate and fair tool for agent assessment
- Assists planning of training requirements
- Enables better channelling of resources
- Increased agent productivity
- Enhanced call effectiveness
- Increased customer satisfaction

For additional information and to discuss how KC - Voice Archive Assessor can help your organisation, please contact:



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