

Calabrio Quality Management

Don't leave customer satisfaction and loyalty to chance.

Your contact center is a critical touch point with customers. Every interaction presents an opportunity to strengthen a customer relationship, build loyalty and drive sales. Calabrio Quality Management makes it easy to capture the full agent and customer experience in your contact center—so you can monitor, evaluate, and improve quality, all with the speed and ease of software built in a Web 2.0 framework.

The right tools for time-conscious contact centers to improve quality and performance.

With Calabrio Quality Management, you can review and assess the performance of individual agents and teams—with minimal time and effort. You set business-driven parameters that automatically pinpoint and record only the calls that provide the best insight into performance, making the most of each evaluator's time. Agents, supervisors and evaluators can navigate through customized, widget-enabled dashboards effortlessly with any task just a click or two away. Modern design and an intuitive interface makes the user experience enjoyable and productive.

Whether it's delivering a more consistent user experience, increasing first-call resolution or improving agent efficiency and performance, **Calabrio Quality Management helps you meet your business goals your way—and deliver measurable results.**



Foster continuous quality and process improvements.

Monitor in real-time, any time.

With Calabrio Quality Management, supervisors can listen to live calls randomly, or when they determine there's a need through observation, widget-based dashboard indicators or performance reports. Live screen monitoring also allows them to view the agent's voice and PC activity in one easy-to-use window and provide coaching as required.



Capture the right calls.

Evaluator time is valuable. So Calabrio Quality Management offers a workflow-based contact selection capability that lets you record only those transactions that are of particular interest to your business. Record using random sampling or apply specific criteria to flag calls to record and evaluate—including shortest call, longest call, new agent calls, etc., or search for customer-specific data. View event markers of silence and talk-over incidents on the speech energy bar for quick insight into the possible tone of a recording. Or leverage speech analytics to pinpoint calls of interest that may have otherwise gone unnoticed with other methods.

Workflow-based rules make it easy to set parameters that make sense for your business without costly pro-services or customization. Record-on-demand lets agents flag any interaction as a “call of interest,” so critical issues don’t fall through the cracks. You can even capture the entire call when you choose to record-on-demand at the end of the transaction.



Evaluate the most relevant calls.

Within the captured calls, evaluators can flag, search for and evaluate those calls that provide the most valuable insights. Evaluators search for calls using a powerful combination of call data, customer data and other business-related metadata to benchmark performance by team or individual, focus coaching efforts, target training initiatives, and improve the effectiveness of their quality management program. Example calls can be saved for performance reviews to illustrate good or bad practices, and exemplary calls can be exported for use in broader eLearning programs to target agent skill development.



The intuitive interface will default to your most recent search and allow you to save common searches.

Analyze your business through tailored evaluation forms.

With Calabrio Quality Management, there's no need for evaluators to juggle between multiple windows. The voice and screen playback and evaluation tools are displayed within a unified view, offering the flexibility to change views to fit each evaluator's individual work style. The library of evaluation forms to select from include multi-part, mixed-response type, section level weighting, question level weighting, evaluator hints and KPI questions, which allow critical errors to "fail" the agent in the overall evaluation. Calabrio Quality Management also lets evaluators assess multi-channel activity such as email, instant messages and social media platforms. Search for contacts within any medium for a broader view of the customer experience.



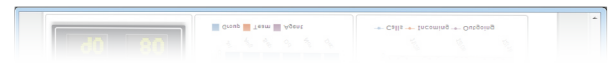
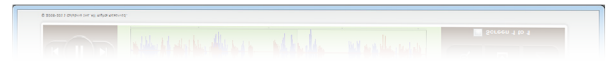
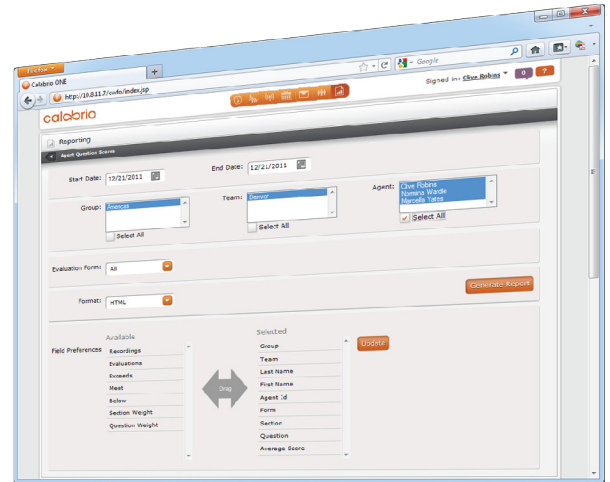
Evaluators choose from a library of evaluation forms that fit the program.

Take action and improve.

Effective Quality Management requires that actions be taken on results. Clear dashboards and customized reports provide insight into quality scores for individual agents, teams and groups. The unique, configurable dashboard makes quality assurance highly actionable while allowing the user to directly export data. Supervisors and managers can compare scores against business metrics and against other agents, teams and groups to uncover issues, training priorities and trends.



The unique, configurable widget-based dashboard makes quality assurance highly actionable.



Review and comment for full transparency.

Calabrio Quality Management fosters a collaborative review process. Trained evaluators may score the transactions, but managers, supervisors and agents themselves may be allowed to comment on scored recordings. Businesses can ensure a consistent evaluation process by using the Evaluation Calibration feature. Contacts can be assessed by multiple evaluators and then compared side-by-side. Agents can even keep an eye on their evaluation scores through their own personalized dashboard. This kind of dialog brings all stakeholders into the process and provides the kind of transparency that makes everyone in your organization more aware—and involved—in assessing what's working and not working in the contact center.

Choose the best technical fit.

Calabrio Quality Management, built for reliability in IP-based environments, ***provides more recording architectures than any other option:***

- > Calabrio's unique **desktop recording architecture** is proven to be reliable in IP-based environments and especially powerful when call center agents are dispersed in various locations because you don't need servers at every location.
- > If you operate in a thin client environment (e.g., Citrix or Windows Terminal Services) the **server-based recording architecture** may be your best option.
- > Another option includes **network-based recording**, which provides a robust architecture option for Cisco Unified Communications Manager environments.
- > Also provided is the Cisco MediaSense recording option for high availability and IVR Recording.
- > Calabrio also provides options for Avaya, including **multiple registration** for recording Avaya IP telephony devices and **single step conferencing** for recording Avaya TDM telephony devices.

Monitoring and alerting for peace of mind.

Calabrio's Monitoring and Notification Alerts (MANA) notify your support staff through emails, SNMP or Windows Event Viewer if anything is not functioning properly. Calabrio's unique 100% recording verification notifies you when errors arise—keeping you a step ahead of issues that could keep you from missing a critical call.

Specifications

Platforms

Cisco Unified Contact Center Enterprise (Unified CCE) Versions 6.0 – 9.X

Cisco Unified Communications Manager (Unified CM) Versions 5.0 – 9.X

Cisco Unified Contact Center Express (Unified CCX) Versions 8.0 - 9.X

Avaya AES and Communication Manager (CM) v5.2 and above

Supported Server Operating Systems

Windows Server 2003 or 2008

Microsoft SQL Server 2005 or 2008 Express, Standard Edition, or Enterprise

Supported Browsers

Internet Explorer 7 and 8

Firefox 3.X

Capacity*

Single-server configuration supports up to 1200 concurrent users; 3600 named users.

4 + n Server configuration supports up to 2500 concurrent users; 7500 named users.

Additional recording servers may be required depending on the recording architecture selected.

Supported Desktop Operating Systems*

Windows 7 (32 or 64-bit)

Windows Vista

Windows XP Professional, SP3 or later

* See installation documentation for server and desktop guidelines.

What makes Calabrio Quality Management unique?

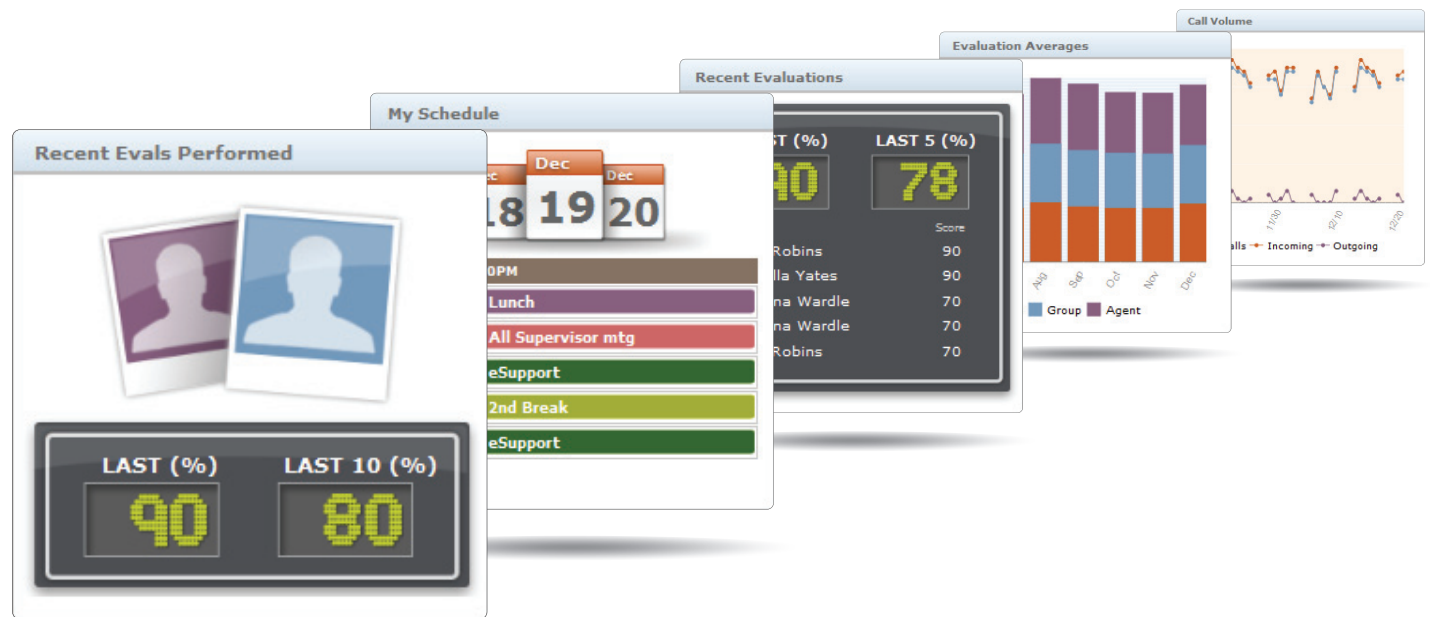
- > **Easy to Use** - a modern Web 2.0 interface that's easy to deploy, learn and use.
- > **Lower Administrative Costs** - synchronization with the ACD or IP-BPX automates the basic task of adding, moving and deleting users.
- > **Lower Infrastructure Costs** - no server software fees; utilize existing database resources and storage.
- > **Lower Time To Resolution** - recording verification for peace of mind in critical applications.
- > **Lower Total Cost of Ownership** - flexible architecture, storage and pricing options makes it easy to reach company goals.
- > **Support You Can Count On** - a highly responsive support team that receives consistently high marks for customer satisfaction.

A Calabrio ONE application—the first contact center suite in a Web 2.0 framework.

Calabrio ONE is the first contact center suite of its kind created in a Web 2.0 framework. Calabrio ONE redefines workforce optimization, allowing contact centers to personalize and optimize the desktop toolset for each user—agents, supervisors, managers, knowledge workers and executives, making the user experience infinitely more enjoyable. Perfectly suited for small and large contact centers alike, Calabrio ONE generates true workforce optimization for on-premise, virtual, hosted, and/or the at-home agent environment. Contact center workers are more efficient and effective. Customers are better served.

Calabrio ONE applications include:

- > Call Recording
- > Live Voice and Screen Monitoring
- > Quality Management
- > Workforce Management
- > Speech Analytics
- > Reporting, Dashboards and Alerts
- > Performance Management
- > Customer Survey Integration
- > Customer Interaction/CTI
- > Coaching and Collaboration



Calabrio Quality Management—comprehensive doesn't have to be complex.

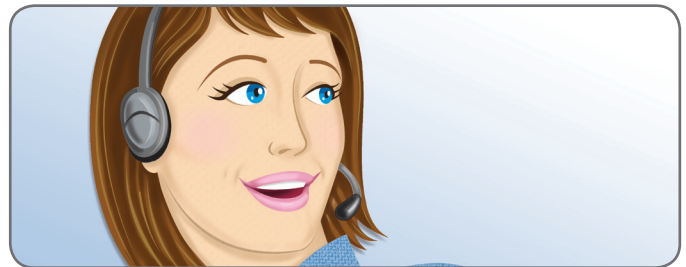
- > 100% recording for quality, compliance, transaction verification and legal protection
- > Workflow-based contact selection for quality assurance—capture calls of interest based on your business rules
- > Stereo voice recording—useful for analytics
- > Multi-screen capture helps pinpoint inefficiencies with tools, processes and workflow
- > Live voice and screen monitoring
- > Knowledge worker recording (no ACD required)
- > Mobile Agent recording—remote agents with soft phone, POTS phone, home router and/or VPN
- > After-call work recording
- > Hot-desking or hoteling and extension mobility for non-agents
- > On-demand recording—capture the entire call from any point in the transaction
- > Archive search—locate recorded calls quickly with pinpoint precision
- > All-in-one playback and evaluation tools with flexible display options, which can be personalized for every work style
- > Flexible, configurable evaluation forms with sample questions and templates
- > Multi-part evaluation forms with question-level weighting to isolate agent and team skill areas
- > Evaluation hints for evaluators - useful in calibration
- > Tag calls for use in coaching or best practices training
- > Tag calls for HR-related purposes, such as performance reviews
- > Flexible export capabilities support archiving, training, performance management and analytics (WAV, WMA)
- > Clear, graphical dashboards targeted for agents, supervisors and managers
- > Configurable reports
- > Alerts for agents and supervisors
- > Export reports for performance management or business analytics (HTML, PDF, CSV and XLS)
- > 100% Web-based—agents, supervisors, evaluators and managers can access from anywhere
- > Secure, encrypted storage and playback
- > PCI (Payment Card Industry) compliant
- > Flexible (non-proprietary) storage options via NAS/SAN
- > Speech energy bar which speeds the QA process and provides additional context to evaluations
- > Energy analytics for talk over and silence events

Most features are standard.

Most features listed are standard in the Calabrio Quality Management basic bundle. Advanced Quality Management adds screen recording to the standard features.



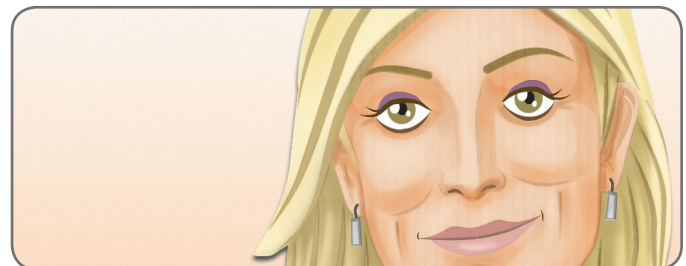
IT Managers enjoy reliability, flexibility and control



Empower **Agents**—make them an active participant in performance improvements



Supervisors and **Evaluators** manage an effective quality program with less time and effort



Executives focus on improving customer satisfaction and loyalty at a reasonable price

calabrio
There's no end to better.

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