

Analytics-Driven Quality Monitoring for Unprecedented Results

Still hunting and pecking for calls worth listening to? Want to get more value from your QA program? **VPI QUALITY PRO** automates and optimizes your quality management process with analytics-driven call selection, targeted evaluation and coaching 'To-Do' lists, and a wealth of actionable insights. **VPI QUALITY PRO** enables agents and supervisors to dramatically improve their effectiveness and job satisfaction – immediately, efficiently and consistently. Now you can more easily align your team with corporate objectives, deliver excellent customer service, and earn valuable customer loyalty.

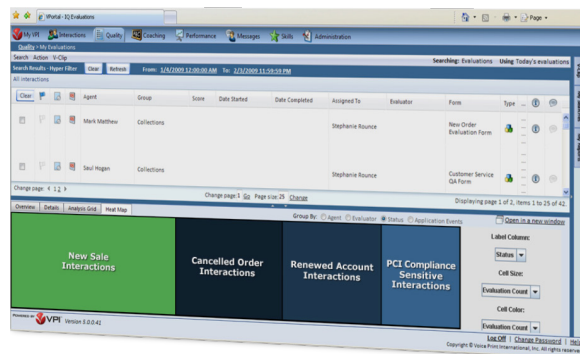
Maximize the Value of Your Recorded Interactions Across Multiple Communication Channels

It is crucial to integrate the enterprise with the contact center. The key is to establish a core customer interaction recording foundation and integrate quality management, process analysis and improvement, personalized coaching, and other revenue-supporting activities based on the organization's business focus. **VPI QUALITY PRO** leverages **VPI CAPTURE** – the most reliable, robust recording solution available today – enabling you to effectively evaluate all of your important customer interactions including TDM Voice, VoIP and desktop screens, and optionally Web chat and email.

Increase Efficiency with Intelligent Selection of High-Value Interactions for Evaluation

With the fast-paced nature of contact center operations, the available time of evaluators and supervisors is scarce. It is therefore vital to ensure that their time is focused on high-value tasks, such as evaluating the most coachable calls that also contain the information most relevant to your business focus. **VPI QUALITY PRO** uses advanced analytics of screen and unstructured data to intelligently select and deliver high-value recordings for evaluation, combining the objectivity of random selection with the tools to focus on the types of interactions that drive your revenue and customer satisfaction goals.

- **Automatically Deliver High-Value Calls for Evaluation** – evaluators receive 'To-Do' lists organized by assignment dates and due dates, with the appropriate evaluation form already associated with the call/screen recordings.
- **Analytics-Driven Precision Quality Monitoring** – implement rules to have **VPI FACT FINDER** automatically tag and classify important calls for evaluation so you can quickly identify business issues and coach to opportunities for improvement. **VPI QUALITY PRO** can help you rapidly solve problems with customer retention, decrease operational costs, identify opportunities for revenue growth, and more.
- **Evaluate Quality from Multiple Perspectives** – evaluate agent quality, customer experience across multiple interactions, and the effectiveness of your workflow processes.



VPI QUALITY PRO, powered by VPI Fact Finder™, automatically tags and classifies high-value calls to quickly identify and solve business issues.

Gain Actionable Insights into Quality and Customer Experience

Well designed quality evaluation forms, reports and processes enable you to efficiently and objectively track the quality of your individual customer interactions while simultaneously revealing significant problems, issues, trends, and opportunities – crucial information for the successful execution of your business strategy. **VPI QUALITY PRO** provides contact centers with an unprecedented degree of flexibility to customize evaluation forms and reports to conform to your specific needs and objectives.

"With VPI QUALITY PRO, we improved both our First Contact Resolution Rates and Customer Satisfaction Scores by more than 10% in just six months!"

- Michelle Steinmeyer,
Vice President of Operations,
UpSource, Inc.

- **Easily design, organize and categorize evaluation forms via an intuitive graphical interface**, without IT assistance. Focus on call flow or IVR skills, while rating any number of call handling competencies and adding comments that pertain to the evaluation or other issues requiring attention.
- **Quickly and objectively assess the quality and performance of local and remote agents** using a unified Web-Portal based interface for evaluation and playback of synchronized call and screen recordings.
- **Monitor and analyze the results of your Quality Management and Coaching using insightful, actionable reports and desktop tickers** with data roll-up and drill-down options all the way down to playback of recordings, along with powerful visualizations for expedited, in-depth analysis of causes for quality problems or customer interaction excellence.

Smart Evaluations Automatically Deliver Personalized Coaching and Feedback

Automate your coaching process and empower your agents and their supervisors to be highly effective – electronic coaching fits smoothly within the existing workflow, increases retention rates for new information and expedites ramp-up. VPI's Smart Evaluations empower non-technical users can easily create dynamic QA evaluation forms and assign automated actions to questions to trigger desktop E-Coaching emails, actionable alerts and reminder messages to front-line employees and supervisors according to results of evaluation questions.

	Recent		Last 30 Days			Last 30 Day Skill Scores					Agent
	Score	Coaching	# Calls	# Evals	Score	Call Handling	Greeting	Listening	Upsell	Empathy	OM
A Henderson	98.3%	0	365	18	92.3%	100%	71.6%	87.4%	96.5%	100%	Scorecard
[1:46:50 PM] Exceeding high call volumes today from new promotion. Watch your talk time!											

VPI Instant Impact Tickers™ proactively deliver important QA scores, E-Coaching assignments and messages to employees to drive rapid performance improvements.

- **Drive ongoing quality improvements – provide immediate, personalized feedback** via employee desktop tickers, Web-based scorecards, and easy access to evaluation forms with related recordings.
- **Deliver personalized training directly to agents' desktops to maximize effectiveness** and empower agents to thrive and excel by providing just-in-time information in the form of training flashes, quizzes, eLearning courses, educational tips, examples of best practices calls, compliance bulletins, and pre-shift announcements.



Establish a Foundation for Performance Optimization

Align your Quality Management program with strategic business goals in order to maximize its value and ROI. Migrate to more advanced functionality at any time with a simple upgrade.

- **Gain valuable insights and intelligence from your contact center operations immediately!** Benefit from instant, automated delivery of key performance indicators to the right people at the right time for analysis by leveraging **VPI PERFORMANCE** - VPI's unique, real time performance optimization module that integrates seamlessly with **VPI QUALITY PRO**.

Count on a True Partnership with VPI

- Project Management
- Training and Certification
- Business Consulting and Workshops
- Technical Consulting and Custom Development



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VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,500 customers in over 50 countries.