

Calabrio Quality Management

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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.

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.**

CALABRIO QUALITY MANAGEMENT CASE STUDY



14 MILLION
SERVICE CALLS A YEAR



Managing over half of America's refuse each year, Republic Services operates in 40 states across the country, supports customers in 2,800 cities across the United States and fields more than 14 million customer service calls each year. Their diverse and dispersed workforce presented a challenge in maintaining a consistent level of quality assurance and customer service levels in contact centers across the organization.

With Calabrio Quality Management, the company was able to develop superior training and development programs. Said their IT Director, "As agents saw their QM scores improve, they were also able to see a similar uptick in their sales and revenue numbers. This has led to new growth and advancement opportunities for the agents, and really, has fostered a more professional workplace environment."

WHAT MAKES CALABRIO QUALITY MANAGEMENT UNIQUE?

EASY TO USE

A modern interface that's easy to deploy, learn and use.

CONTROL

Business-driven parameters govern interaction and analysis.

EXPORT

Recorded interactions can easily be exported for coaching and best practice training.

ALERTS

Monitoring and notification alerts flag potential issues so you never miss a call.

LOWER ADMINISTRATIVE COSTS

Synchronization with the IP-PBX/ACD automates the basic task of adding, moving and deleting.

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 make it easy to reach company goals.

SUPPORT YOU CAN COUNT ON

A highly responsive support team that receives consistently high marks for customer satisfaction.

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. Calabrio Quality Management also lets evaluators assess multi-channel activity such as calls, email, instant messages and social media platforms. Search for contacts within any medium for a broader view of the customer experience. 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 TRANSACTIONS

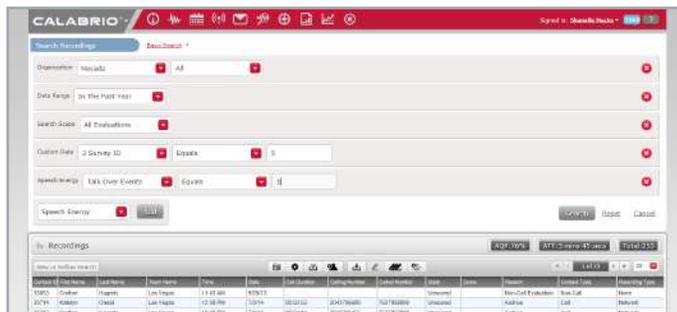
Within the captured transactions, evaluators can flag, search for and evaluate those calls that provide the most valuable insights. Evaluators search for calls using a powerful combination of transaction data, customer data, speech energy, and other business-related metadata. Benchmark performance by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

ANALYZE YOUR BUSINESS THROUGH TAILORED EVALUATION FORMS

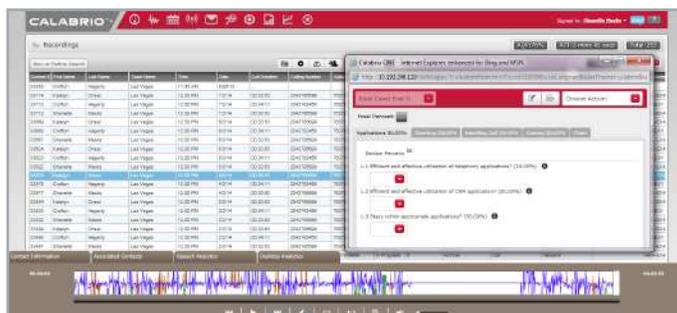
With Calabrio Quality Management, playback and evaluation tools are displayed within a unified view, offering the flexibility to change views to fit each evaluator's individual work style. The library of evaluation forms to select from includes multi-part, mixed-response type, multi-channel, section level weighting, question level weighting, evaluator hints and KPI questions, which allow critical errors to "fail" the agent in the overall evaluation.

TAKE ACTION AND IMPROVE

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. Supervisors and managers can compare scores against business metrics and against other agents, teams and groups to uncover issues, training priorities and trends. Performance-based scheduling allows managers to reward agents with schedule priority based on performance, rank, seniority or other parameters that fit your business.



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



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



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

REVIEW AND COMMENT FOR FULL TRANSPARENCY

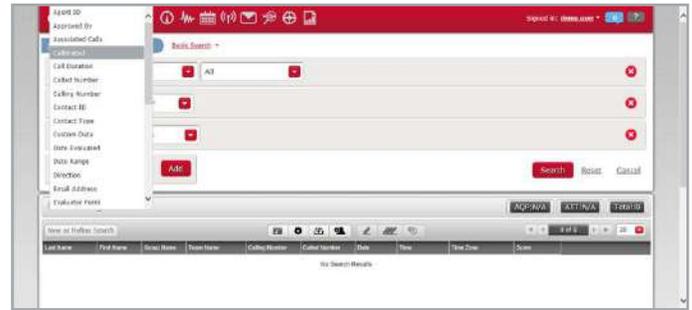
Calabrio Quality Management fosters a collaborative review process. Evaluators score the transactions, but managers, supervisors and agents themselves may comment on results. Businesses can ensure a consistent evaluation process by using the Evaluation Calibration feature, in which contacts can be assessed by multiple evaluators and compared side-by-side. Agents can even track their evaluation scores through a 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.

ANALYZE 100% WITH ANALYTICS

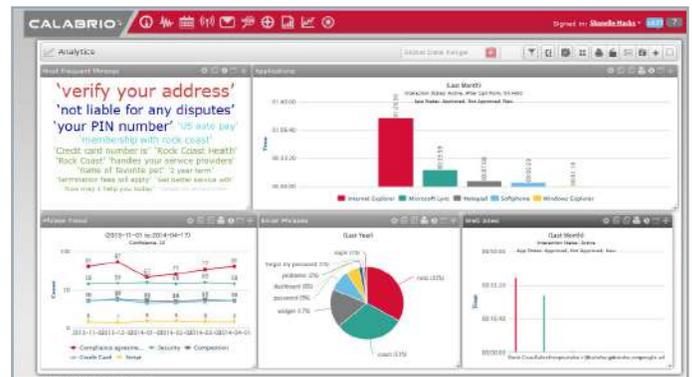
With optional Calabrio Analytics, quality evaluators can identify the most relevant interactions through a powerful yet simplified approach. Identify interactions that contain pre-defined key words and phrases to find and evaluate emotionally charged interactions, interactions in which a customer requests to speak to a supervisor, or interactions that contain prohibited words or phrases. Save time and effort by focusing your quality evaluation process on the most relevant interactions.

PROTECT CUSTOMER DATA THROUGH PCI COMPLIANCE

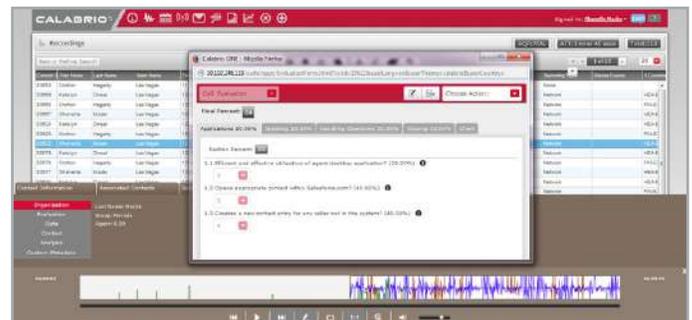
Calabrio provides multiple methods to enable users to stop and start recording during a transaction to prevent credit card and other personal data from being recorded. With Calabrio Analytics, contact centers can pause a call recording automatically when an agent accesses a screen that is used during the collection of cardholder data. The recording is then automatically resumed when the agent leaves that screen.



Evaluation Calibration feature allows interactions to be assessed by multiple evaluators and compared side-by-side.



Save time and effort by analyzing 100% of interactions and focusing quality evaluations.



Drill through capabilities of Calabrio Analytics allows for visual discovery and deeper understanding.

EMPOWER YOUR ENTIRE ORGANIZATION WITH CALABRIO

Now, more than ever, businesses need clear and quick access to information that drives better decision-making – not just in the contact center, but across the entire enterprise. By strengthening customer service through the strategic use of workforce optimization software, organizations are differentiating their brand by listening – and responding – more quickly and efficiently to their customers. That's why Calabrio Quality Management is available as standalone software and as part of the Calabrio ONE integrated workforce optimization suite—so we can help you navigate the larger challenges facing your organization.

Calabrio ONE stands apart in the marketplace because it's an integrated, intuitive, dynamic system in which the whole is greater than the various parts. Nearly half of Calabrio customers choose the integrated suite—a rate of more than four times the industry average. That's important because Gartner says integration is worth more than 20 percent in total savings over the life of your investment. Most importantly, your customers are better served and your business benefits exponentially.

So what are you waiting for? Call us today. It's time to change the conversation!

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