

Today's quality-driven organizations need evaluation technologies that save time, improve coaching efficiency, and deliver proven bottom-line results. etalk's Qfiniti™ Advise™ meets those needs.

Qfiniti Advise is a centralized evaluation and analysis solution that drives contact center performance by enhancing coaching and eLearning effectiveness, streamlining quality management tasks, and improving scoring consistency. Qfiniti Advise delivers:

- Centralized management that supports enterprise-wide quality performance
- Consistent quality data and evaluation results
- Greater efficiency through a fast and precise evaluation process
- Flexible evaluation planning, measurement, and analysis
- Proven ROI benefits of higher productivity and enhanced customer satisfaction

Streamline Evaluation Tasks

Qfiniti Advise improves the efficiency of the evaluation process and lets you quickly and effectively assess quality-related performance activities so that you can identify opportunities sooner and improve the quality of your coaching efforts. By easily creating and modifying evaluations online, Advise eliminates paperwork and greatly reduces the manual steps needed to complete the evaluation process.

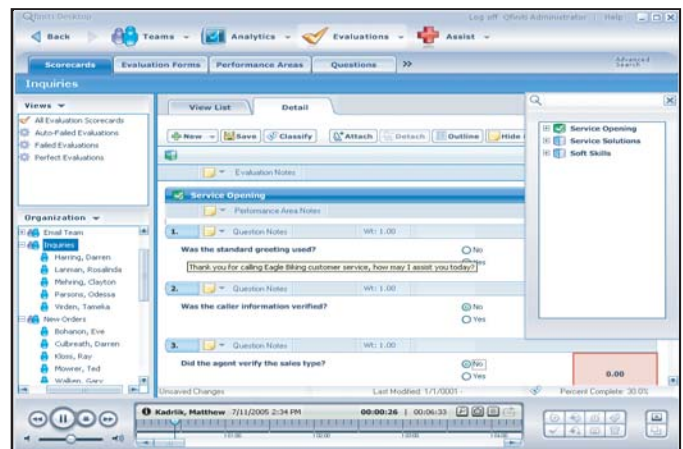
Advise uses a variety of easy-to-use scoring and navigation features to make completing evaluations simple and relevant to each type of transaction monitored.

- User-defined Questions and Scoring
- Drop-down Boxes
- Radio Buttons
- Edit Boxes
- Spell Checking
- Advanced Scoring Options
- Non-applicable Questions
- Non-scoring Questions
- Auto Answer
- Auto Fail
- Weighting
- Form Version Control

Improve Scoring Consistency

Performance improvement requires fair and balanced reviews across all agents. Qfiniti Advise helps quality teams maintain consistency through a variety of tools. Online calibration reviews can supplement or reduce the need for traditional quality team calibration sessions among quality teams. Customized question and answer scoring tips help ensure the consistency of evaluation scores. In addition to agents, evaluations can also be performed on quality teams or supervisors to help improve scoring or coaching techniques. Qfiniti's enterprise analysis options are available to further review uniformity among evaluators.

- Scoring Tips and Guidelines
- Online Calibration
- Quality Team Performance Area Evaluation
- Trending and Analysis by Evaluator



Root Cause Analysis

Customer and desktop recordings provide a wealth of information that can be used for more than agent performance improvement. But to gain measurable operational improvements, you must be able to find and use this recorded data. Tracking the right data can highlight significant cost savings through operational improvements. Advise lets you quickly track and analyze processes to help uncover the root cause of poor performance, productivity, and operations. Combined with Qfiniti Explore's™ ability to automatically find and group related calls, Advise can



reveal opportunities for more proactive improvement in your training program.

- Non-scoring Questions
- Multiple Answer Selections
- Classifications
- Question Branching

Enhance Coaching and eLearning Effectiveness

Qfiniti Advise enhances the ability of supervisors and managers to provide consistent and effective agent coaching. Embedded coaching comments and questions linked to specific recordings allow coaches to tailor learning sessions to the needs of each agent. The self-evaluation options allow agents to review their own performance and to reinforce supervisor coaching. Relevant and specific eLearning modules can also be associated and assigned through Qfiniti Expert. eLearning training modules test the agent's ability to recall and use information learned during in-person coaching sessions.

- Link to Expert eLearning Modules
- Link to Qfiniti Observe Recordings
- Coaching Comments and Alerts
- Perform Self-Evaluations

Extensive Analytical Capabilities

Qfiniti creates a single, centralized data repository for all quality related information. This centralized data source supports sophisticated reporting and analysis, and allows performance-related data to be gathered and easily disseminated throughout the enterprise so you can more precisely measure the consistency of the customer experience. Drill-down capabilities simplify the analysis of behaviors, agents, groups, or site trends and help determine mentoring or coaching opportunities.

Simplify Evaluation Management

Qfiniti delivers a fast and efficient way to manage quality assurance, saving time and improving the productivity of coaching sessions. Active Work management can integrate with standard mail servers to help automate cumbersome and time-consuming quality compliance activities. Progress can be tracked through online or emailed compliance status reports, ensuring quality management tasks are completed and verified.

- Evaluation Scheduling and Email Notification
- Visibility Across Teams and Managers
- Email Compliance and Progress Reports

Part of the Qfiniti Enterprise Solution

Qfiniti Enterprise is a recording and analysis solution for the contact center that enables businesses to understand the meaning of customer interactions, automatically delivering relevant and accessible customer intelligence. This unified and centrally-managed platform helps international, multi-site operations deliver outstanding customer service and ensure regulatory compliance. Qfiniti Enterprise delivers the tools needed to capture call and desktop events, evaluate and analyze these activities, survey customer satisfaction, and coach, train, and assist agents, helping to improve performance throughout the organization.

- Qfiniti Observe** - Call and desktop recording for quality or compliance
- Qfiniti Explore** - Automated customer communication analysis
- Qfiniti Advise** - Scoring and measurement for evaluation
- Qfiniti Assist** - Automatic knowledgebase assistance
- Qfiniti Survey** - Integrated customer satisfaction survey
- Qfiniti Expert** - On-line agent coaching and training