

When customer satisfaction is vital to the success and survival of your business, that's when you focus on the quality of your contact center performance. To measure, improve, and understand your customer's needs, you must start with effective monitoring technology.

etalk's Qfiniti™ Observe™ delivers a reliable recording solution that incorporates the advanced tools needed in today's global, and multi-site customer service centers. Through a single platform, Qfiniti Observe can record all calls for compliance management, or selectively capture voice and desktop activity for quality assurance. Innovative built-in coaching features combined with Qfiniti's evaluation, survey, and training products ensures that your business delivers true quality performance. Qfiniti Observe delivers:

- Extensive monitoring functionality with multiple call acquisition options including record-on-demand and live monitor
- Intelligent monitoring techniques to conserve system resources, improve recording quality, and reduce workloads
- Proven, measurable ROI benefits, such as higher productivity, lower agent turnover, and reduced customer churn
- Innovative features including integrated coaching and playback tools
- Centralized administration for reduced IT time and costs

Extensive Monitoring Capabilities

Qfiniti Observe provides a powerful suite of monitoring options that include transaction-based recording of voice, screens, or both, simultaneously. By capturing an array of activities, Observe allows supervisors to monitor contact points for performance and to examine processes for best practices. Supervisors have the ability to immediately record interactions on demand, or to monitor calls in a live setting. Observe allows agents to activate on-demand recording for help requests, verification of transactions, or other business critical events.

- Voice-only Recording
- Screens-only Recording
- Voice-and-Screens Recording
- On-Demand Recordings, by Supervisor or Agent
- Live Monitoring

Intelligent Quality Monitoring

Qfiniti Observe allows contact centers to build true intelligence into their quality monitoring programs. With custom recording plans, Observe's intelligent business rules ensure the relevance of monitored events and improve the variety of recorded calls. Interactions can be recorded based on the source of an incoming call, the responding agent, time intervals, application activity, or other telephony and desktop events. Observe employs an innovative presence-based feature that notifies the system when an agent is seated and performing a recordable activity, an approach that reduces management workload and conserves system resources.

- Random Recordings
- Remote 'At-home' Agent Recording
- Telephony CTI Triggers
- Desktop Triggers
- Integration with Qfiniti Observe EasyLink for Application and Field Based Triggering



**Monitor
Measure
Improve
Understand**



Pinpointing the Right Call

With customer calls routed across the globe, recording retrieval could easily become complicated and time-consuming, requiring searches within numerous archives and servers. The Qfiniti platform removes this burden by providing a single interface and search tool to uncover recordings regardless of where they occurred. Using CTI data from the switch or CRM data attached through the optional EasyLink product, users can quickly search for recordings based on customer data such as account number, social security number or other user information. With the addition of Qfiniti Explore, every recording can be automatically searched with unprecedented accuracy and speed.

- Custom Data Attachment
- Advanced Search
- Agent Call and Recording Status
- Call Classification
- Rules-based Archive Management

Innovative Playback Features

Using standard multimedia playback controls, Qfiniti Observe lets supervisors play recordings quickly and easily. Synchronized voice and screen playback ensures that both call and desktop activity can be simultaneously monitored for a complete view of agent performance. Observe offers a range of playback features, including remote telephony playback, optional web-based playback, visual CTI and coaching markers, and continuous playback to simplify daily quality monitoring tasks. Observe's multimedia approach

uses ports for recording, not for playback, boosting both efficiencies and system capacity.

- Remote Phone Playback
- Scalable Screen Playback Window
- Visual Display of CTI, Coaching, and Audio/Screen Markers
- Multiple Monitor Screen Capture

Faster, Easier Coaching

Qfiniti Observe provides efficient and effective agent coaching. The etalk player allows comments and playback markers to be directly linked with recordings. In addition to coaching notes, voice comments and screen edits can be used to improve the quality and efficiency of agent coaching. Audio recordings can be easily exported to be utilized in eLearning or other training programs. Used in conjunction with Qfiniti Advise, recording segments can be linked to specific evaluation questions to simplify reviews.

- Coaching Notes
- Links to Evaluation Questions
- Integrated Voice/Screen Comments
- Audio Export

Open-Architecture

Observe can be deployed on industry leading servers, such as HP, Dell, and IBM. It also interfaces with the major ACDs and dialers, including Avaya, Nortel, Aspect, Rockwell, Concerto, Aastra Intecom, Alcatel, Cisco, Siemens, NEC, Ericsson, Mitel, and more.

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

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