

Responding to customer inquiries quickly and efficiently means providing agents with immediate access to a wide range of information. Yet often times, the information needed to answer the question is not easily accessible. It's hidden inside training material, contracts, product documentation, technical notes and other files in a myriad of formats throughout the enterprise. When agents are handling a difficult question or a challenging customer call, time and accuracy is of the essence.

etalk's Qfiniti™ Assist™ answers this need by providing the agent automatic, seamless access to customer-relevant information across the enterprise. By combining voice processing with a unique ability to form an understanding of content in virtually any format, wherever it is stored, and then automatically link to related documents in data repositories or websites, Qfiniti Assist arms agents with the information they need to reduce customer wait times.

Qfiniti Assist can help any customer-oriented organization improve service performance, enhance customer care, reduce frustration, and leverage cross-selling opportunities.

Qfiniti Assist:

- Reduces average call handling times
- Improves first-contact resolution rates
- Decreases training overhead
- Accelerates agent adoption with an intuitive, easy-to-use toolbar

Automatically Provide Relevant Answers

Qfiniti Assist is an automated information retrieval tool for agents fielding difficult calls or very challenging customer questions. Using voice processing and the patented Intelligent Data Operation Layer (IDOL) engine, Qfiniti Assist analyzes the conversation on the phone and suggests hyperlinks to the agent, providing instant access to information and a quicker call resolution. Qfiniti Assist identifies the patterns that naturally occur in text to give agents information in context to the question being asked, delivering the most relevant content for the conversation at hand. Related material is also provided so agents are prepared to answer additional questions on the same subject.

In addition to automated voice processing, Qfiniti Assist offers full natural language retrieval functionality. When an agent types in a query or searches for information, Qfiniti Assist automatically identifies concepts and then offers approved resources in which

to find answers. This might include responses to similar requests that have been dealt with successfully in the past and come in many forms such as documents, manuals, website links, presentations, training materials and more. While most FAQ systems rely on key word technology or costly manual categorization, Qfiniti Assist is completely automatic.

Up-to-date Information

Qfiniti Assist offers self-managing document control capabilities to help agents find the most current information available on a specific topic. Through customizable refresh settings that can process new content in near real-time, agents consistently have the latest data at their fingertips.



Decrease Training Costs

Qfiniti Assist's unique technology delivers on-the-spot assistance to agents, reducing the need for complex and costly training courses. Agents are brought up to speed faster with helpful and relevant information, and customers get the answers they need—at a fraction of the time it took previously.

This on-the-job agent assistance also provides a host of softer benefits. Agents feel more empowered because they can now resolve problematic inquiries with less reliance on Tier 2 support. When agents are better informed, call handling times are significantly reduced, first-time call resolution is increased and customer satisfaction is enhanced.



**Monitor
Measure
Improve
Understand**



Easy Desktop Delivery

Because Qfiniti Assist employs an intuitive, familiar user interface similar to popular search engines, no agent training is necessary. A simple toolbar on the agent's desktop is all that is needed, so Qfiniti Assist easily runs concurrent with other applications. What's more, agents access information through links to content in virtually any format including:

- Open File Systems (PDF, DOC, XLS, PPT files)
- Web-Based Systems (Internet/Intranet)
- Oracle-Based Systems (Vignette)
- Microsoft SQL-Based Systems (SharePoint)
- CRM and Knowledge Base Systems (Siebel, SAP, LiveLink)



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** - Online agent coaching and training

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