



DATASHEET

Targeted Evaluation, Coaching & Training to Optimize the Customer Experience

A total Quality Management (QM) program is a powerful tool for businesses in any industry to increase customer satisfaction, drive increased sales, and build customer loyalty. Ensuring the highest levels of quality in customer interactions is a team effort requiring a total commitment from individuals and groups across the organization. TelStrat's Engage Quality equips your contact center with the tools you need to optimize customer interactions and your overall organization.

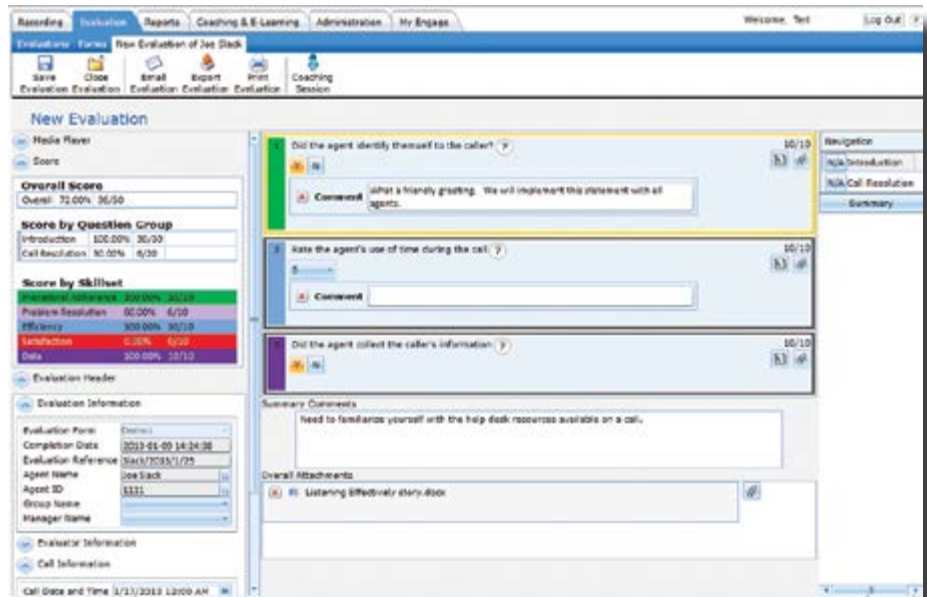
BENEFITS

- Enable your contact center to deliver consistently excellent customer experiences
- Motivate your agents to continuously improve their call handling skills
- Equip your supervisors with the tools to manage their team's performance through comprehensive measurement, analysis, & reporting
- Coach agents to peak performance using relevant feedback packaged with call content and other materials
- Highlight best practices or train new hires with real interaction examples
- Convert downtime into learning time with easy administration of E-Learning resources and materials
- Maximize your contact center's bottom line

Fully integrated with Engage Record and Engage Capture, Engage Quality's Web 2.0 interface ensures an accessible, intuitive user experience for all users. Evaluators can readily provide specific feedback to prepare an agent for future challenging interactions. Trainers are able to easily organize and assign e-learning material to any or all users. Agents can access and review pending coaching sessions or e-learning assignments delivered to their MyEngage portal. Management and Quality Assurance teams can go beyond symptoms to a problem's root cause with in-depth performance reporting.

Engage Quality's one-package, one-price solution provides the quality management tools you need to delight your customers while maximizing your bottom line.

Quickly implement intuitive multi-level scoring to address groups and skill sets across departments or the entire organization. Easily filter to display by agent, call, date, etc.



AGENT EVALUATION

Comprehensive evaluation boosts agent performance. Engage Quality is so easy to use that evaluators can perform evaluations with minimal training, and building customized evaluation forms is so intuitive this activity becomes effortless.

Quickly customize existing evaluation forms, or build entirely new forms. Easily organize each question for reporting purposes by group, color-coded classification, or category. Add custom scoring hints or guidelines to any question for consistent scoring.

To make evaluations more efficient, evaluators can select the option of a pre-scored evaluation with user-defined default scores allowing the evaluator to simply re-score selected questions.

To secure changes to entered scores, each evaluation can be locked upon completion or after a specific date for a review period. Changes made during this period are tracked and reports can show who is changing evaluations, how they are changing them, and which agents' evaluations are being changed.

AGENT COACHING & E-LEARNING

Continuous, timely encouragement or correction, along with solution-based training, are vital to elevating agent performance. Engage Quality makes it easy for coaches to provide immediate feedback on adherence issues and highlight best practices for quick, clear agent coaching and learning.

Engage Quality's Coaching Session builder easily packages coaching material during recording playback, while monitoring a live call, when scoring an evaluation or anytime in between. Coaching packages can be scheduled for either electronic or in-person review as well as be added to the E-Learning Library to share with the entire organization.

The E-Learning Library centralizes your contact centers' most current training material, coaching packages, policies, and documents. Supervisors can import and categorize learning material, assign material by due date, track agent completion, and analyze performance with in-depth reporting—all within the simple to use knowledge management system.

The web-based MyEngage agent portal ensures prompt delivery and tracking of e-learning and coaching to both on-site and off-site staff.

PERFORMANCE REPORTING

Engage Quality's extensive custom reporting lets you mine in-depth data to create shared or private reports on all aspects of a total Quality Management program. Use Engage Quality's built-in reports or quickly and easily create custom reports to track agents, teams, or evaluators.

Each report owner can secure a report template by designating private or public access. The report can be shared, e-mailed, exported to common file formats, or printed directly to a printer. The source data can be exported to Microsoft Excel for additional customizing if desired.



FEATURES

Evaluate agents with comprehensive, multi-level, skills-based agent assessment

Review and score live-monitored calls, recorded calls or synchronized voice-plus-screen recordings which may include call-related chat, e-mails or social interactions. Scores are totalled at multi-levels automatically with designated non-applicable (N/A) questions optionally excluded from the score total and critical "Auto-Fail" questions can result with an optional 0 total score.

Customize evaluations to reference, expand or highlight areas of improvement

Design evaluations with your own custom scoring values or customize the evaluation by adding pertinent comments, file attachments or snippets of a call to any question thereby coaching agent with substantiated scores.

Coach agents with instant, relevant feedback

Bundle evaluations, recordings, comments, and e-learning material all together in comprehensive coaching packages. Send packages privately to one or more agents or save to the library to share with other parts of the organization.

Train using actual customer interactions or your customized library content

Efficiently organize the most updated training material or saved call segments in one place with Engage Quality's complimentary E-Learning Library. Import any type of learning content—videos, audio, documents, spreadsheets, web link, call recordings or screen captures.

Report and analyze in-depth performance trends in a fully customized format

Use the extensive built-in reports or readily modify them as needed. Engage Quality makes it simple to pre-configure your monthly reports and then run them with a single mouse click. Each report template has an optional ownership lock, ensuring settings can't be changed by another user.



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