



Advanced Agent Evaluation, Performance Tracking, and e-Learning

PROVIDE TARGETED EVALUATION & TRAINING, CALIBRATED FOR CONSISTENCY ACROSS A TEAM OR AN ORGANIZATION

BENEFITS

- Enable your contact center to deliver a consistent customer experience
- 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
- Convert non-productive time into learning with easy distribution of e-learning content
- Balance productivity measures with quality measures
- Maximize the bottom line value of your contact center by continuously improving performance

When agents are at different levels or at different locations, training, and improving agents in the customer experience can be a challenge. Contact centers continually need to: internally communicate new procedures or promotions at a moments notice, make the optimum use of low-call volume time, and equip agents to self-assess their performance on-the-fly.

Engage Quality is a total quality management solution that includes calibrated assessment, integrated e-learning, and powerful performance reporting. Engage Quality's unique Calibration System compares both supervisor scoring results and agent performance against resident experts and other staff to improve consistency enterprise-wide. When opportunities arise for additional training or comments, supervisors can easily send agents announcements, exercises, annotated call segments, or entire evaluations with notes for improvement.





AGENT & LEADER CALIBRATION

Engage Quality aids the supervisor in identifying and evaluating call performance per call, per agent, or randomly. Engage Quality's unique Calibration System measures how closely the supervisor and learner assess a call compared to an expert standard. Once the learner finishes, they are able to compare how they scored with the expert's score. Agents can self-evaluate their calls and compare their results to an expert coach.

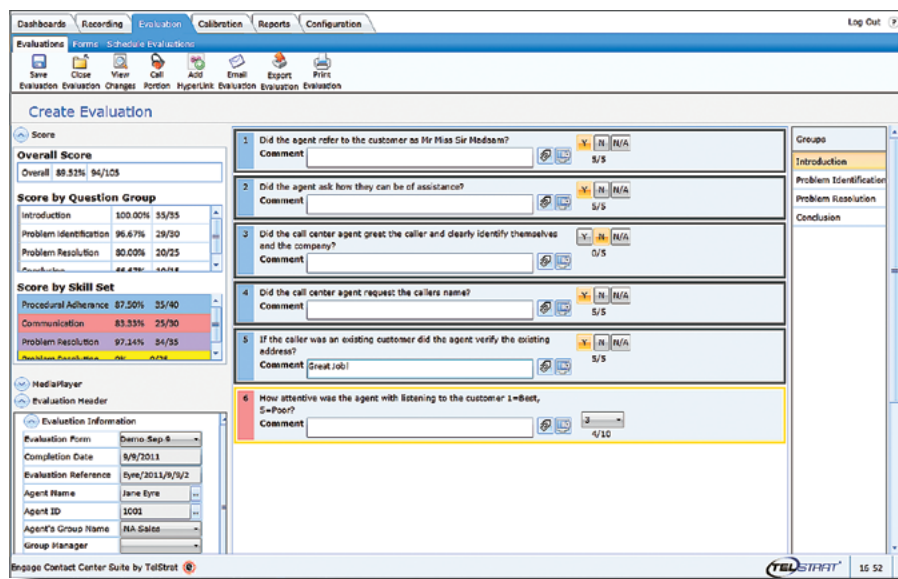
Engage Quality provides the contact center with evaluation calibration that ensures team leaders demonstrate they can evaluate calls to a minimum level of accuracy against an expert standard. This even allows an organization to develop a formal accreditation program ensuring team leaders maintain consistency company wide.

An unlimited number of assessment standards—call evaluation standards, correspondence evaluation standards, selling standards, etc.—can be defined.

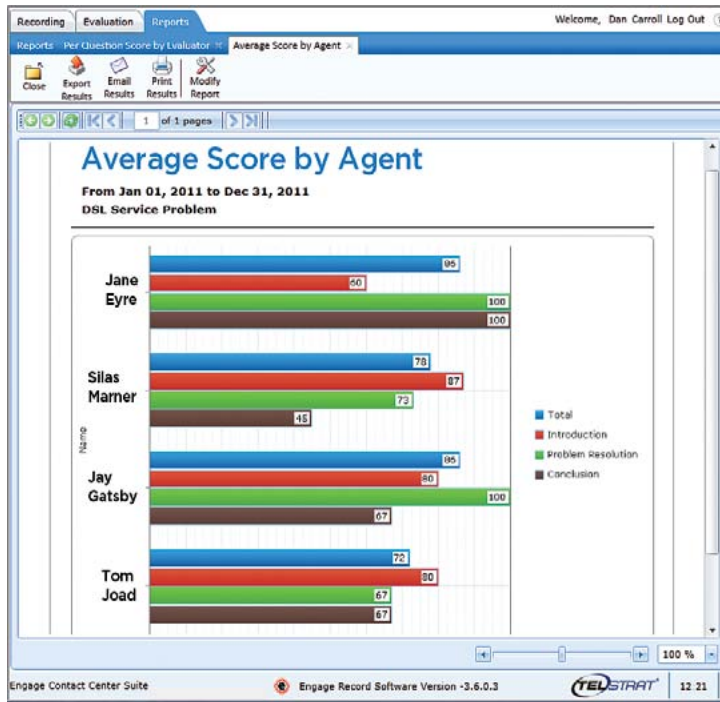
E-LEARNING/COACHING

This unique easy-to-author e-learning system uses real calls from Engage Record and Engage Capture components to create desktop learning content. Trainers can design a library of bite-size tutorials progressing from basic to advanced skills. Content created using existing formats such as: documents, video, audio, slide show, text-based comments, or web-based modules can be easily distributed to agents from within the program.

Engage Quality tracks the progress on how well the agent is completing each exercise. Attached learning tutorials will be waiting in the learning folder so the agent can access during low-call volume, turning paid non-productive time to tangible learning time. Additionally, coaches can readily distribute a training module when a new product or policy is introduced to help all agents fully understand how the new product/policy should be applied.



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



Extensive custom reporting lets you mine in-depth data to create public or private reports on all aspects of your quality management program.

FEATURES

Create consistent learning modules using real customer calls

Highlight call segments on a per question basis. Include e-learning attachments in direct context. Quickly author in-house learning content and build a library for ready reference.

Provide instant feedback to agents

Add bookmarks and notes on a to reinforce the coaching.

Train in downtime

Attach bite-size tutorials in PowerPoint®, PDF, video, audio, or e-learning formats to enhance learning.

Compare supervisor and agent evaluations using an exclusive Calibration System

Allow supervisors and agents to compare their evaluations to the resident expert for a consistent, quality-controlled message.

Evaluate and organize outside team members

Using the web-based interface, evaluation and coaching of agent or team leaders that are in multiple or off-site locations can be as simple as evaluating internal, on-site employees.

For more information on the Engage Contact Center Suite, contact your authorized telecom equipment reseller or TelStrat.



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