

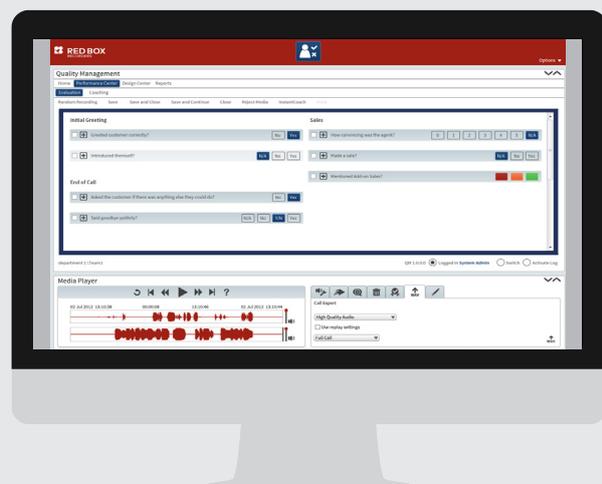
Quantify QM

The definitive quality management package

Quantify QM benefits

- Easy-to-use set up for creation of scoring templates and weighting
- Customisable scoring methods to meet every type of scoring and assessment
- Online prompts to establish standardised scoring methods
- Efficient workflow for simple and effective use of time
- Automatic sampling and selection provides supervisor workspace with scheduled samples of recordings ready for assessment
- Regular reports can be scheduled daily, weekly or monthly to track both agent and evaluator performance, scoring and training needs
- Cost-effective QM for voice, screen and data from ten agents upwards
- Totally scalable, offering multiple server architecture for scalability and deployment in today's distributed IT infrastructures
- Suppression for PCI compliance*, enabling audio and screens** to be blanked when taking credit card details

Red Box Recorders' Quantify QM is ideal for customers who want a simple yet effective solution to manage call assessment, management, reporting and coaching. Using the latest web-based technology, Quantify QM requires no specialist knowledge and allows contact centre professionals to get on with the task of managing.



Quantify QM lets you focus on managing contact centre performance, simply and effectively.

fig.1

*PCI compliance options enable integration with customer environments to offer a range of triggers for suppression of audio and screen data

**Screen recording is a cost option and may require an additional server for larger systems

Quantify QM

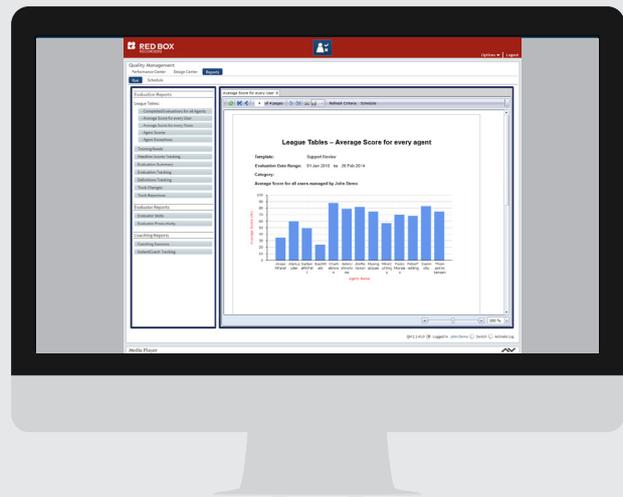
- Total recording of all interactions with sampled quality assessments meets qualitative and quantitative requirements, enabling quality to be assessed whilst making informed business decisions
- Screen recording** with fully synchronised screen and voice
- Web-based interface for simple deployment simplifies quality management

Quantify QM is a licensed feature within Red Box's Quantify solution. It's possible to assess a recording with a single click of the 'QM' icon: the application is fully integrated with Quantify search and replay. You can use predefined Quantify searches to select calls or opt for calls to be automatically selected via the 'scheduler'; this makes working through the assessment process quick and easy, and ensures all teams are assessed in line with operational requirements.

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To ensure a secure, compliant solution, recordings are retained within the recorder's architecture; Quantify QM simply links assessments to recordings for scoring and evaluation using fully customisable templates and scoring methods.

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Easily track and compare agent performance

fig.2

Coaching and training

Built-in reporting comes as standard, as does an intuitive coaching package which provides tips and the ability to send documentation and examples of assessments directly to an agent for timely feedback and action in order to drive performance and effectiveness.

Availability

Quantify QM is available for systems running Quantify v2C or later. Quantify QM is licensed per agent/supervisor seat and requires an additional licence for any Red Box recorder or MediaServer.

Recommended servers

- Windows 2008, 2012 or Windows 7 operating systems
- IIS 7 or later with ASP.Net 4.0 and Web Deploy
- SQL Server 2008 (including Express versions) or later
- .NET 4 or later

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Quantify QM has been designed specifically for contact centres. It provides advanced audio and screen based assessment, integrated suppression for PCI compliance and third-party data integration.

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