

Alvaria Engagement Analytics™ Connector for Alvaria Performance™

In order to achieve the business goals of your organization, you need to ensure that all your agents, supervisors and managers are operationally aligned in their business goals, whether they be cost reduction, customer churn reduction, revenue enhancement or other. For front line staff, these enterprise business goals appear as metrics and KPIs - like average hold time, customer satisfaction, schedule adherence, silence time, sales conversion rate and many others. You need a system in place to manage all these measurements of individual and team success in order to be sure that the enterprise as a whole is achieving its business goals. However, many of these KPIs are only available from unstructured data sources, primarily the contents of conversations between agents and customers.

Alvaria Performance is a high-performance contact center management and reporting tool used to collect, correlate and display information relevant to each user's role and responsibilities, whether they be agent, supervisor, manager or business analyst. This flexible tool can quickly reveal valuable new insights by enabling the tracking of personal and group performance vs. goal using a wide range of metrics with data sourced from many contact center systems.

Many metrics are available from the ACD, router and WEM systems such as workforce management and quality management, but to capture important metrics from the actual contents of customer conversations, you also need Alvaria Engagement Analytics, our award-winning speech and text analytics solution. Alvaria provides a standard data connector from Engagement Analytics to Alvaria Performance that allows a rich complement of category and scoring information to be used with other performance information. Together, these multiple sources of information create a complete picture of agent, team and contact center performance that can drive actionable results.

KEY DIFFERENTIATORS FOR ALVARIA

Automated Scoring

100% of customer interactions scored automatically against a set of metrics or KPIs.

Modern, Graphical UI

Easily understand the results of automated and manual data searches to deliver the most valuable insights.

Built for the Omnichannel Journey

Results span the data from all customer interaction channels.

High Performance Speech and Text Analytics

Alvaria Engagement Analytics top rated by industry analysts.

Actionable Categories and Scores

Language patterns including words, phrases and tempo used to reveal insightful and actionable information.

Automated Coaching

Automatically initiate requisite coaching based on automated yet meaningful quality scores from customer interactions.

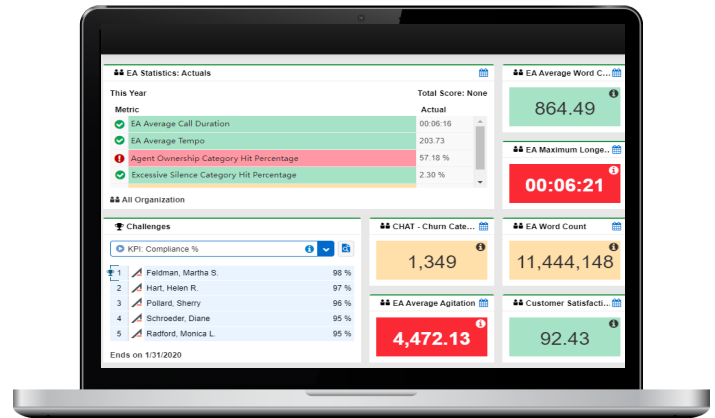
Flexible Deployment Options

Available on-premises, in a private cloud or in the public cloud.

KEY COMPONENTS

Graphical User Interface

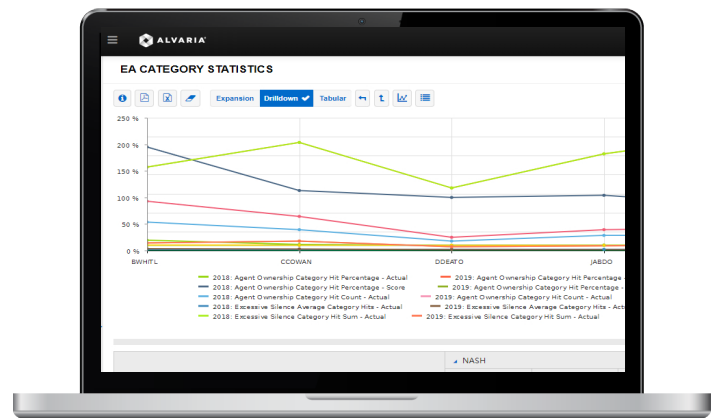
Alvaria Performance™ integrates seamlessly with Alvaria Engagement Analytics™ and other components of Alvaria Workforce Engagement Management (WEM). Agents and supervisors are provided with a single graphical user interface for all components of Alvaria WEM, which sports a modern, uniform look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other workforce engagement management providers in the market, no browser plug-ins are necessary to achieve full functionality.



Alvaria Performance displays configurable scorecards, dashboards and reports via web browser with security and access rights that are determined by the specific role of the user. The software also includes administrative tools to configure and manage the data loads, configure user roles and security settings, configure scorecards and reports, manage KPIs and metrics and define and configure coaching.

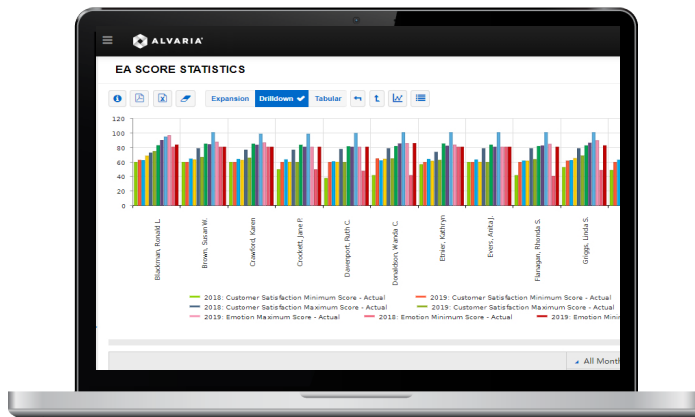
Flexible Categories

Engagement Analytics comes out-of-the-box with commonly used categories that can identify important agent behaviors such as empathy, politeness, proper greeting, etc. based upon the language patterns used in the customer conversation. Categories can easily be added in order to target behaviors that may be uniquely important to each customer. The integration of Engagement Analytics with Alvaria Performance allows the target performance and actual performance in each of these categories to be graphically displayed, so supervisors and analysts can quickly recognize poor performance, as well as outstanding performance, for each of the team members.



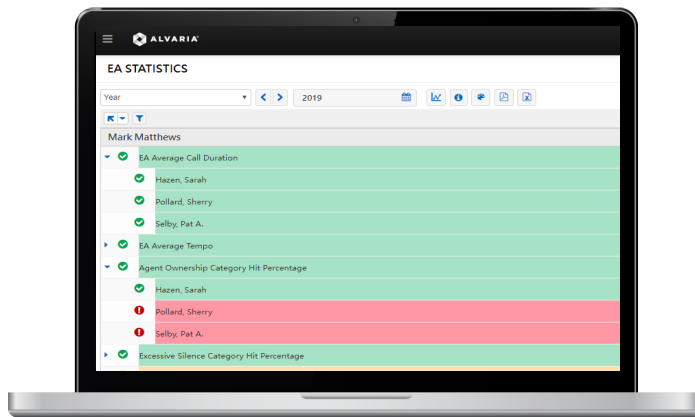
Insightful Scoring

The results from the multiple categories mentioned above in Alvaria Engagement Analytics™ are aggregated to create composite scores for more complex metrics and KPIs such as customer satisfaction and emotion detection. These important measurements can then be combined with scores from other systems such as quality management, to create even more meaningful measurements of the characteristic in question. Below is an example of a graphical Alvaria Performance™ representation of important KPIs across an entire team.



Balanced Scorecards

With the vast repository of structured information in Alvaria Performance, performance metrics and KPIs for individual agents, teams and the entire contact center can be portrayed in easily understandable balanced scorecards. The role of the user determines the type and scope of performance information that is viewable, as well as the user’s ability to drill up and drill down on individual data points. Below is an example balanced scorecard for members of a supervisor’s team with meaningful color that draws the viewer’s attention immediately to performance problems.



Use of Engagement Analytics Measurements

The rich measurement information revealed in the Alvaria Engagement Analytics Categories and Scores can be used in Alvaria Performance scorecards, reports, widgets, coaching actions/tasks, coaching strategies and gamification challenges. Also, typical operators can be applied to these measurements including sum, average, min and max; composite scores and categories can be created by applying these mathematical operators to multiple Engagement Analytics measurements. Scores and categories are easily edited and/or deactivated using the toolbar.

KEY COMPONENTS

- Compatible with almost any recorder
- Uses highly accurate and efficient LVCSR + Phonetics speech recognition technology
- Can span all customer contact channels including voice, email, chat, text, social, etc.
- 100% of contacts automatically tagged, categorized and scored
- Actionable unified performance data from all sources including speech/text analytics
- Engagement Analytics pre-integrated with Alvaria Performance
- Minimizes false positives with accurate speech to text conversion
- Automates much of the manual quality assurance process
- Uses coaching, gamification, dashboards, reports, scorecards to change agent behavior
- Increase revenue, loyalty, retention, compliance by identifying and acting on issues

About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.