◆ **A L V A R I A**®

Alvaria Quality™

Effective customer engagement requires a strong emphasis on agent quality control. By integrating quality monitoring with recording and survey capabilities, you can identify the most appropriate interactions, evaluate agent performance and capture real-time customer feedback to provide insight on both business issues and contact quality.

Alvaria Quality offers effective ways to assess quality of voice and text-based customer interactions drawing from multiple sources of quality including supervisors, QA analysts, customers and others. These features help small, medium and large enterprises enhance customer satisfaction, improve agent effectiveness and comply with increasing legal requirements and security concerns.

KEY DIFFERENTIATORS FOR ALVARIA

Comprehensive View of Quality from Different Sources

Surface potential quality issues early and from all perspectives including supervisor, customer, agent and automated analytics.

Modern, Graphical User Interface

Highly simplified, web-based, graphical user interface with same look and feel as other WEM components significantly increases agent/supervisor productivity and morale.

Integrated Speech Solutions

Easily view key words/phrases identified during the call and jump to those key words/phrases using the speech tab.

Speaker Separation

Audio sources can be separated for more effective use of speech analytics.

Advanced Form Building

Dynamic form building allows users to create many different types of questions based on needs, driving more detailed discovery on behaviors that require attention.

Integrated Performance and Quality Monitoring

Achieve new levels of performance improvement with the ability to assign coaching from within the Alvaria Quality evaluations page using native workflows.

Enhanced Disaster Recovery Features

Includes tools to simplify the process of replicating the recording database.

Consistent Scoring Across Contact Center

Ensure consistency and perceived fairness of quality scores with easy-to-use scoring calibration.

KEY COMPONENTS

Workforce Engagement User Interface

Alvaria Quality™ integrates seamlessly with the other components of the Alvaria Workforce Engagement Management (WEM) products. Agents are provided with a single graphical user interface for all components of the 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. The Alvaria WEM interface gets people engaged with tools they enjoy, making the entire system easier to learn and use and providing exciting new quality monitoring options for Alvaria Quality users.

With this new user-centric design, Alvaria has been able to remove any technology barrier between the agent and the complexities of quality monitoring, so agents and supervisors can stay focused on their goals. With easy-to-use graphical icons, widgets, dashboards and screen layouts, agents and supervisors are provided with a much simpler and cleaner way to view and score interactions. Intuitive dashboards keep agents on track with a quick glance at the screen. In essence, users can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

Agent Evaluation

Alvaria Quality includes robust, monitoring and evaluation tools that give you insight into the complete customer experience and help improve agent quality and performance. Voice and screen sessions can be recorded using Alvaria Recording and subsequently evaluated with easily created dynamic evaluation forms. In addition, live monitoring of in-office and work-at-home agents' audio and screen interactions can be conducted by supervisors to facilitate real-time assistance, enhance coaching and improve efficiency.

Using the modern and intuitive interface, Agents can self-evaluate or take advice from coaches (via Alvaria Motivate - Coaching) using recorded calls and screens with markers at points in the recording where the coach noted that the call could be improved. Recordings can be downloaded in standard Windows media formats, and top scoring examples can be distributed to agents for review using virtually any common computing device from PCs to smartphones. These features help your agents observe how to deliver a great customer experience and enable them to apply new skills immediately.

Calibration

To ensure that all coaches are providing uniform measures for call scoring, the Alvaria Quality calibration interface includes workflow capability that automatically schedules all coaches to score certain pre-qualified calls, transfers the scoring request to their work queues, and gives them a specific time-frame in which to do the calibration scoring. This best-in-class calibration system ensures that agents are getting the fairest and most understandable scores, so that they can improve their call handling technique and know that quality scores are fair.
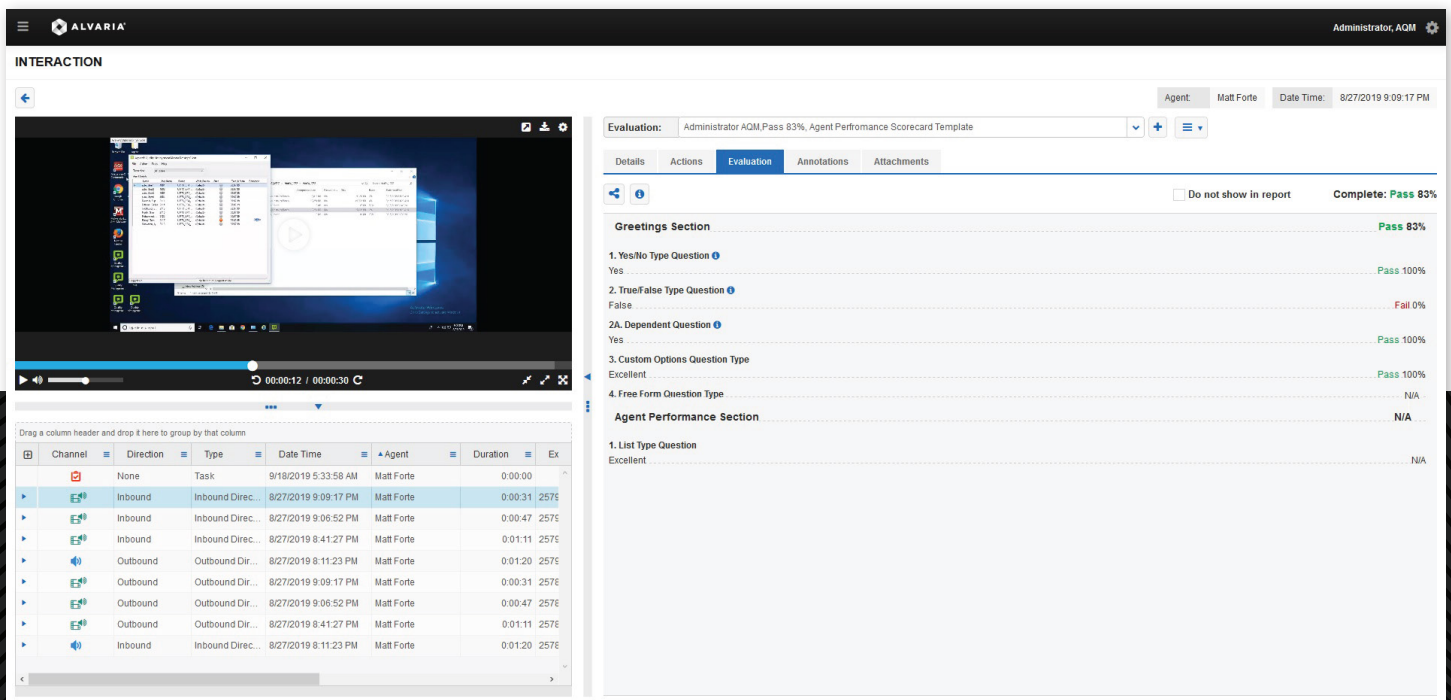
Performance from a Quality Perspective

By integrating Alvaria Quality™ with Alvaria Performance™, contact center supervisors can view quality in the context of other types of agent performance, giving them a powerful tool to identify the best and worst performers. After performing the scoring process in Alvaria Quality, the results are available for transfer to the performance management solution, which uses various sources of performance such as WEM, Speech Analytics, CRM and Sales, to display a performance scorecard and important KPIs. Based upon pre-determined thresholds, the performance management solution can initiate a full coaching workflow with a clear link back to the exact point in the interaction that generated the coaching in the first place. This integrated view of quality and performance is one of the most effective means available for ensuring that agents reach new levels of performance improvement. With integrated performance and quality systems, supervisors can also measure the effectiveness of particular coaching actions to determine which to use in the future.

Agent, Supervisor and Customer Feedback

There are two people at the heart of every customer interaction, the customer and the agent. Directly engaging both in the quality process can help you to identify broken processes before they become critical business issues. Your agents can participate in the quality process by flagging interactions to be recorded and reviewed by their supervisor. Agents can also be given the opportunity for self-evaluation by initiating coaching sessions where both the agent and supervisor can evaluate the same interaction and compare their scores online with the system's calibration interface. You can also involve your customers in the quality process by combining quality scores from Alvaria Quality with speech analytics scores from Alvaria Insights™ inside of Alvaria Performance.

Built for Ease-of-Use

Alvaria Quality was designed with usability in mind. In addition to the graphical Web user interface, Alvaria Quality features many conveniences like Screen Pop-Outs that allow the replay window to be detached, resized and moved to another monitor and Quick Views that allow the user to easily view an interaction and associated meta-data while remaining on the search grid screen.

ALVARIA®

KEY FEATURES

- Comprehensive view of agent quality as evaluated by supervisor, agent, customer and automated analytics

- Modern, intuitive, browser-based user interface removes technology barrier and dramatically shortens learning curve

- High performance, fully integrated third party speech analytics solutions 100% of customer interactions and provides valuable insights

- Provides a valuable source of quality data for Alvaria Performance™ scorecards

- Tight integration with Alvaria Cloud™ customer engagement center, Aspect® Unified IP®, and Alvaria Performance

- Easily turn voice recordings into coaching modules

- Easy-to-use scoring calibration system

- Easy to create dynamic evaluation templates with dependent questions and assignable weights

- Agent self-evaluation and feedback tools with online coaching

- Variable resolution of screen recordings to optimize storage capacity

- Available on-prem, private cloud, or on the Alvaria Cloud Platform

- Saved and shared searching makes it easy for QA staff to develop and share filters for specific call types

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