



SpeechLog "Quality Monitoring System"

The main concern of most call centers is the Quality of Service (QoS) which is offered and the level of efficiency of the operation. Therefore, in an effort to be more proactive in controlling the level of service which any call centre provides, call recording and quality monitoring is becoming a key practice to the success of your business. This is where SpeechLog "Quality Monitoring System" provides a comprehensive solution. SpeechLog "Quality Monitoring System" offers the facility to record call centre agents-customers interactions and allows you to evaluate the level and quality of service which is being offered.

SpeechLog has the ability to record interactions between agents and the customers. Not only are conventional audio phone conversations recorded, but also the agent's desktop screen activity during any call. Seamlessly combined, SpeechLog performs synchronous playback of the audio file and Screen captured video providing the facility for supervisors to manage and analyze the QoS as well as to set the appropriate strategy for implementing a better call center.

With SpeechLog call center managers have the option to flexibly define the Key Performance Indicators (KPI's) and Quality Assurance Metrics in order to satisfy each particular goal and mission of the call center.

SpeechLog Benefits

- Liability recording for Agent/Client interactions
- Control Quality of Service offered to customer base
- Boost agents' competencies with the Interactive Learning Module
- Swiftly respond to different situations through the Online Monitoring Module
- Data consolidation and centralized management for distributed call center environment
- Integrate with Globitel's Performance Management Platform for comprehensive Workforce Performance and Incentive Management

About Globitel

Globitel is a leading global provider of Telecom Solutions that utilizes unparalleled experience in state-of-the-art technologies, along with dedicated personalized service to provide its clients with the most reliable and efficient telecom solutions possible.

Globitel offers a wide variety of products which are seamlessly integrated with existing infrastructures and are developed with customer's satisfaction in mind. Globitel Customer Care products, one of Globitel product lines, helps to automate the time-consuming procedures within the call center, maintain and improve the quality of service you are offering to your customers and introduce innovative services that your subscribers would find helpful, efficient and feasible.

For more information about Globitel and its solutions, please visit

www.globitel.com

Key Features

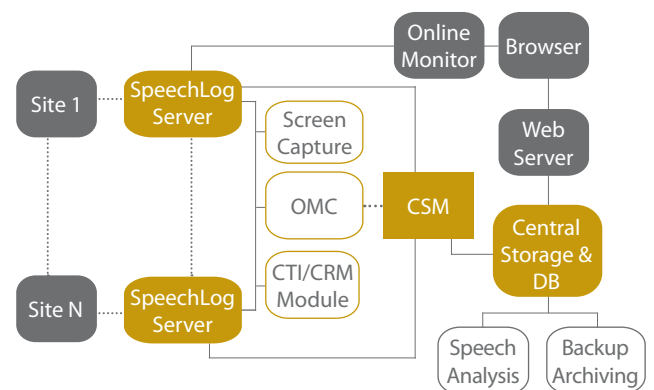
Call Recording

- **Multiple Channel Recording**
SpeechLog has the facility to record over various lines which includes analogue line, digital lines/trunks, VoIP (SKINNY, SIP, H.323) and radio channels.
- **CTI/CRM integration**
Configured to integrate with the most common CTI/CRM vendors to allow for the collection of additional non telephony related information such as customer account number, call result etc.
- **Fully Redundant Deployment**
The modular design of SpeechLog provides the option of applying redundancy the different components which can go down to Recording Servers levels.
- **Multi-site Call Center Environment**
For geographically distributed call centers, SpeechLog provides the option of centralized system management and provisioning associated with central data consolidation for better and faster decision making.
- **Online Monitoring**
Through online monitoring, SpeechLog allows supervisors to remotely listen to agent/customer interactions in real-time to ensure the fastest response possible when needed.
- **Speech Analytics**
As configured, this feature automatically flags calls with prolonged silence and/or voice tension for easier analysis of customer interaction.
- **Powerful Archiving Process**
SpeechLog is equipped with a sophisticated archiving system that automatically backs up and archives old interactions, as configured, on different media to include tapes, DVD media and NAS/SAN.

Quality Monitoring

- **Flexible Evaluation Forms**
Through a user-friendly web-based wizard, Quality Managers can flexibly design various evaluation forms reflecting different KPIs and scoring criteria that best fit the quality measures implemented.

- **Automated Evaluation Selection**
To guarantee the fairness in the evaluation process, the system implements an advanced selection algorithm that randomly tags calls to be evaluated against the evaluation criteria.
- **Agent Evaluation Progress Monitor**
To gain a better insight into the evaluation progress, SpeechLog is equipped with an online monitor that provides key information for quality managers to better control the evaluation process.



General Features

- **Web based Management Interface**
SpeechLog is equipped with a user friendly and intuitive secure web based administration interface allowing managers, supervisors and agents to access recorded calls, evaluations and various reports.
- **Comprehensive Reporting**
Equipped with an advanced reporting engine, SpeechLog provides a comprehensive set of standard, customized reports for more sophisticated and custom analysis of the call center operation.

Other Customer Care Solutions

- Workforce Management Platform
- Performance Management Platform
- Globitel Messaging Gateway
- Myriad

