Truly Flexible & Secure

Contact

Web: dtt.dtrack.com

Email sales@dtrack.com

UK & EMEA

Tel: +44 (0)1425 270333

Fax: +44 (0)1425 270433

Personalise & Customise

Activ! Performance Suite™ allows you to personalise your V-Portal home page via "drag and drop" functionality. In addition, Activ! Performance Suite™ is set up to support themes. The global theme selection allows users to select colours and fonts, and to re-brand certain elements of V-Portal with their logos and messaging. Users can also rename and sort column headings.

Simple Migration to VoIP

Activ! Performance Suite™ offers IP Recording solutions that integrate with industry-leading VoIP telephony platforms. These include Cisco, Avaya, Nortel, Mitel and many others.

With Activ! IP's extreme flexibility, you can count on seamless integration and simple migration to emerging VoIP technologies. Grow and adapt on your own terms by easily and reliably recording audio from most traditional circuit-switched and new VoIP PBXs/ACDs in the same system, preserving your investment. There is no need to perform a complete system change-out to migrate from recording in a traditional telephony environment to recording in a VoIP environment.

Analysis & Reporting

Activ! Performance Suite™ offers a wide variety of 2D and 3D reports and the convenience of drill-down reporting. Simply click through the layers of each report, from end-result key performance indicators down to initial agent/customer interaction. You can quickly and easily create bar, line and area charts and add them to your personal home page or report on correlations between recording and quality assurance data.

Service Oriented Architecture

Activ! Performance Suite™ has been developed to run as a Windows service around an SOA-based framework. This open architecture provides for sharing of information and business processes while allowing the solutions to evolve independently, thereby protecting existing technology investments. Some of the many benefits of Activ! Performance Suite's framework include:

⇒ Rapid Implementation

⇒ Enhanced Security

⇒ Improved Scalability

⇒ Fast Development Time

⇒ High Availability

⇒ Standards-based Design

Performance Monitoring

In the unlikely event that a recording system stops recording Activ! Performance Suite™ can provide immediate notification. The system continuously monitors the health of its servers and, optionally, other devices on your network. If a problem is detected, various alarms and notifications can be triggered to make sure the appropriate persons are alerted so that issues can be resolved quickly and efficiently.

Data Track Technology

+44(0)1425 270 333

email: sales@dtrack.com
website: dtt.dtrack.com

Capturing real-time intelligence
Delivering real-time results

Activ! Performance Suite

The award-winning Activ! Performance Suite™ is a tightly integrated, modular suite of contact centre solutions for voice and screen (interactions) recording, quality management, performance management, agent coaching, speech analytics, and workforce management.

Each solution is robust and powerful, yet flexible and easy to use. Organisations are now able to proactively improve the customer experience, increase workforce performance, ensure compliance, and align tactical and strategic objectives across the enterprise.

A World Class Suite of Recording and workforce Optimisation Solutions

With Activ! Performance Suite™, organisations can now proactively manage and maximise the value of their customer interactions. The ability to efficiently capture, retrieve, analyse, and share valuable business intelligence can make a substantial impact on bottom line profits. It will help to mitigate risk, optimise processes, increase customer satisfaction, improve productivity and boost profitability. Using Activ! Performance Suite™ organisations are able to proactively:

⇒ Improve customer experience.

⇒ Change agent behaviour in line with management initiatives.

⇒ Identify and share business intelligence throughout the enterprise

⇒ Increase profitability, improve customer loyalty and create a sustainable competitive advantage.

Voice & Screen Interaction Recording

Activ! Voice and Activ! View are the most reliable, flexible, and feature-rich voice and data interaction recording solutions available. These systems integrate seamlessly into a wide range of network configurations, TDM and VoIP telephony environments.

If you need to record for compliance, quality management, sales verification, business intelligence, or any other purpose, then we have the solution for you. Our robust solutions can be customised and scaled to meet the demands of all kinds of organisations, from small contact centres to global enterprises, employing in-house and/or remote agents.


Reliably capture and retrieve high quality video files.

Agent Coaching & Training

Activ! Coaching puts knowledge in the hands of those who need it, precisely when they need it the most. This tightly integrated system delivers training content and messages to agents in real time to improve their efficiency and enhance productivity. Contact centres that use Activ! Coaching have better trained, motivated, and empowered agents, which invariably results in improved customer satisfaction, retention, and profitability.

A highly effective alternative to traditional learning, electronic coaching can also be implemented to complement your current training programs. Activ! Coaching has been designed specifically to meet the needs of contact centre operations managers and trainers who are required to constantly improve agent performance. It provides them with the tools to have on-going training in a dynamic environment.
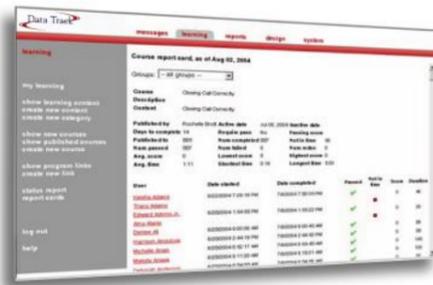
Detailed training status report card.

The Value of Integrated Solutions

The Activ! Performance Suite™ of modular applications gives organisations the power to proactively manage contact centre operations and intelligence. It provides the function and flexibility to optimise processes, boost productivity, enhance customer loyalty, minimise risk and ensure regulatory compliance throughout the enterprise. While each of our individual solutions is robust and powerful, they are exponentially more valuable when integrated.
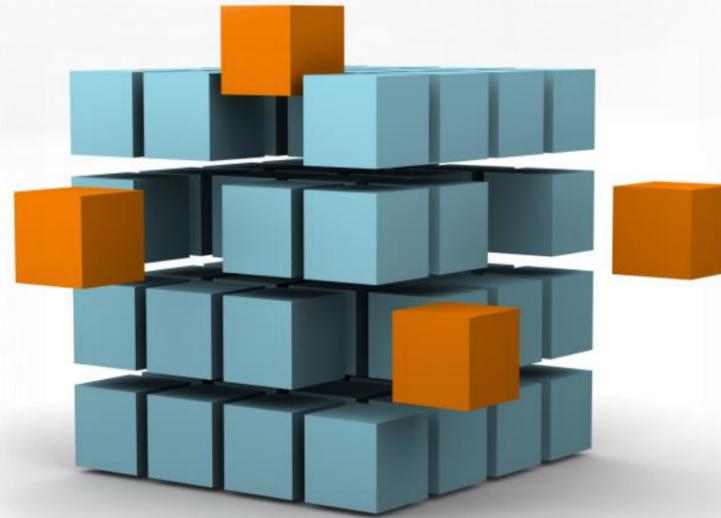
## Making it Easy, V-Portal and agent Dashboard

The dynamic V-Portal gateway to Activ! Performance Suite™ offers secure, unified, Web based access to our tightly integrated, modular suite of contact centre solutions and integrated third-party applications. V-Portal enables users to customise and personalise their own Home page so they can quickly and efficiently navigate directly to the features and functions that meet their specific needs.

Customised home page.

Performance Management

Activ! Intelligence provides contact centre agents, managers, and executives with targeted information to drive real-time, multi-level performance improvements. It enables you to align your workforce with corporate and operational goals. This powerful solution collects and consolidates real-time and historical performance information from multiple telephony and business systems. It delivers critical key performance indicators (KPIs) in a timely and relevant manner for each user.
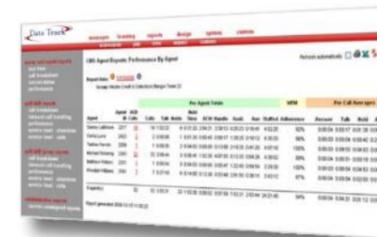
Activ! Intelligence Reports provide real-time, consolidated statistics.

Speech Analytics

Activ! Discover is an award-winning solution that derives actionable intelligence from live and recorded calls, providing valuable insights for performance optimisation. Allowing you to increase agent effectiveness, reduce costs, and improve service levels.

This is achieved by automatically analysing words and phrases, matched against key performance indicators in real or near real time. This powerful solution helps to minimise risk, ensure compliance, and maximise the value of customer interactions through focused quality monitoring and improved understanding of both competitive situations and the underlying reasons for customer calls.

Gain insight into your communications.

Quality Management

Activ! IQ is a powerful Quality Management solution that equips organisations of all sizes with the ability to proactively improve customer experience, loyalty, and value. Maximise the impact and ROI of your call quality monitoring processes with Activ! IQ; dramatically improve the effectiveness and efficiency of your customer-agent interactions.

Activ! IQ provides contact centres with an unprecedented degree of flexibility that will enable you to customise evaluation forms and tailor processes to conform to your specific needs and objectives. Inputting your agent performance observations is easy and efficient. Simply play a call/screen recording and score it with intuitive GUI buttons, pull-down menus, and other convenient tools adding comments as needed. You can complete an evaluation in a matter of minutes!

Design employee evaluation forms.