

Capture and Evaluate

Call Recording and Automated Agent Evaluation



The Capture and Evaluate package enables you to objectively evaluate agent behaviour, provide timely feedback and support, improve service quality, and cultivate customer experience and loyalty. With Capture and Evaluate, you can maximize the impact and ROI of your call quality monitoring processes and significantly improve your customer interaction.

With access from your desktop, via Web interface, to customised quality evaluation forms and processes, you can efficiently and objectively assess the quality of your individual customer interactions while simultaneously discovering significant problems, issues, trends, and opportunities; vital information that supports the successful execution of your business strategy.

Out-of-the-Box Capabilities
Supports IP & TDM in Same System
Centralised Web Access and Administration
Customisable Web Dashboards
Interactive, Drill-through Heat Maps
File Export (Email, Save As)
End-to-End and AES File Encryption
File Watermarking
LDAP/Active Directory Integration
Variable Retention Storage Archiving
Detailed Audit Trail Reporting
Live Monitoring
Perishable Pin Playback
Automatic Interaction Assembly
Interactions Search and Ad-hoc Analysis
Retention (Record) on Demand
Interaction Reports
Quality Evaluation Forms
Ability to add Performance Modules via Licenses at Any Time

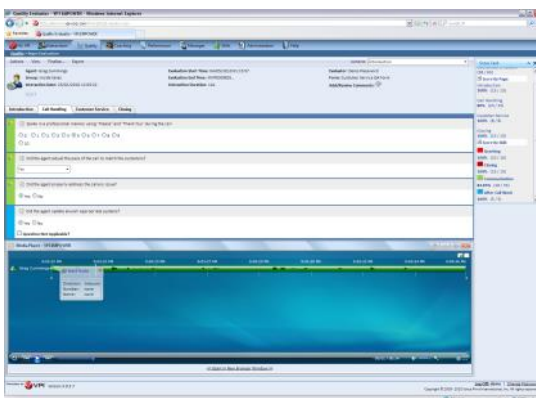
Record In Any Environment

Based on the powerful Capture Voice solution, you can record your multimedia interactions from a wide range of network configurations, TDM and VoIP telephony environments, and across any number of locations. It has been certified and compliance tested with all the major platforms including Cisco, Avaya, Mitel and many more for seamless integration.

A New Level of Automated Quality Management

Capture and Evaluate pinpoints characteristics of agents' behaviours by breaking them down into skill-sets, such as communications, call handling, technical, product knowledge, compliance, etc. These skill sets may be tracked, compared between agents and teams, scheduled for automatic notifications of agents that require extra attention or used as triggers for automated delivery of messages to agents.

- **Easily design, organise and categorise evaluation forms via an intuitive graphical interface** - without IT assistance. Focus on call flow or IVR skills, while rating any number of call handling competencies and adding comments that pertain to the evaluation or other issues requiring attention.



- **Automatically manage the evaluation schedule** - evaluators receive "to-do" lists organised by assignment dates and due dates, with the appropriate evaluation form already associated with the call recordings.
- **Improve evaluation programmes with multiple ways to tag calls** - evaluate or schedule high-value calls directly from call search results and multiple dynamic, drill-through reports. Or implement rules to automatically tag calls for evaluation, such as per-agent quota or call attributes.
- **Drive ongoing quality improvements** – provide immediate, personalised feedback via employee desktop tickers and Web-based scorecards.

VPI	QA Competency Scores						Statistics		Man QA
	Avg QA	Compliance	Product Know	Communication	Upselling	Call Handling	# Calls Eval	Most Recent QA	
Stacy Adams	81%	79%	82%	75%	88%	81%	83	88%	7:39

Please offer VIP Customers the 10 Star promotional offer this week. Last Updated 2:17 pm



For more information visit our website - dtt.dtrack.com/vpi

IP and TDM Support

Do you operate both TDM and IP voice networks? Want to migrate to VoIP at your own pace? Capture and Evaluate can record from both traditional circuit-switched (TDM) and new VoIP PBXs/ACDs in the same system, with the same interface to access both types of recordings. Protecting your technological investment and supporting your evolving environment.

Web Access & Administration

The centralised web interface, V-Portal, means that you can manage your system and access its data for call search, playback, and reporting from anywhere. The flexible interface grows as you add more features and modules and reduces the burden of trying to learn a new application for each enhancement.

Interaction Search & Analysis

Quickly locate your call interactions with Capture and Evaluate. Setup saved searches to list the recordings you need to find most frequently. Flag recordings for quick classification and add comments during playback. Associated call meta data is one click away and ready for more detailed analysis.

LDAP/Active Directory Integration

To streamline user administration, Capture and Evaluate supports LDAP/Active Directory for authentication credentials. Allowing you to re-use the user roles, rights, additions and changes made in other applications.

Variable Retention Storage

Capture and Evaluate provides the convenience of automated variable retention down to the channel level. Match your strategic operational and information management needs by defining rules for what types of recordings are retained and for what period of time. Intelligently and efficiently manage thousands of hours of call recordings stored on any combination of internal, external, and centralised storage systems with any degree of redundancy.

Web Dashboards

Customise your V-Portal experience. With just a few clicks, you can create a unique snapshot of your agents and contact centre. Each user can add a number of widgets to their main dashboard or a section dashboard to display graphs and charts that convey meaningful information, such as trends, activity and tasks.

Interactive Heat Map

Interactive heat maps bring your call data to life. By helping you to visualise different types of calls, such as agent call count and average call duration, the drill-through heat map can quickly identify key trends or high value calls that would otherwise go unnoticed by your organisation.

Highest Security Standards

Capture and Evaluate meets the highest security standards with secure, end-to-end and AES 256 file encryption, plus file watermarking to ensure file authenticity. A powerful application is offered to validate the authenticity of any WAV file.

Detailed Audit Trail

Search and analyse events throughout the system. Always know who has logged on, what changes have been made, what interactions have been listened to, who by and other usage data.

Advanced Recording & Playback

Efficiently unify recordings into a single thread from any number of audio and data sources and multiple locations. Monitor live calls across multiple locations with real-time streaming web technology. Or use Instant Recall to play back a call still in progress. Create ad-hoc recordings with record-on-demand via a key trigger on the phone handset. Use Perishable PIN to give temporary, secure access to outside parties to remotely playback selected calls.

