



Uncover More with Speech Analytics

Unleash even greater potential from the Empower™ Suite by using SpeechMiner® to drive measurable gains in customer care, operational performance and consumer loyalty through changing processes and people's behaviour using the power of speech analytics.



SpeechMiner® analyses the phone conversations being made and received everyday by your organisation between other companies and your customers. It recognises key business topics within these conversations with unmatched accuracy. Then, Data Track combine this detailed analysis with industry expertise and best practice workflows to optimise contact centre performance and the customer experience.



Highly Accurate Analysis
 Important strategic decisions, should be based on highly accurate data. SpeechMiner® is different from other analytics software based on speech-to-text or phonetic search technology. These systems may identify the correct keywords but quickly drop in performance as you try to search for the right context in which the keyword was used. SpeechMiner's® patented phrase based recognition technology will consistently pinpoint your keywords more accurately and find them in the right context.

Actionable KPIs
 SpeechMiner® calculates, correlates and predicts Key Performance Indicators. Helping to validate sales processes and identify important skills for sale closure. Who is using the right skills and who is not. Measure whether agents' skill usage improves after additional training. These direct, precise measurements enable effective decision-making.

Scalable and Secure
 SpeechMiner® includes support for single or multi-site environments. It also includes support for multi-agent calls; enabling it to handle situations in which a call may have different types of agents (for example, calls including a transfer). The built-in partitioning allows a single environment to support multiple secure organisational groups. While the centralised user security provides an efficient approach to user security and administration. Integration with Windows® domain authentication and other systems, enables seamless management of your users across the whole enterprise.

Competitive Differentiation
 SpeechMiner® can provide critical insights to be used for root cause analysis, process optimisation and agent development. Enabling dramatically improved call analysis and valuable information into the performance of call centre agents. This can lead to significantly reduced costs per call, while still retaining high standards of customer service.

Rich Playback Experience
 SpeechMiner® incorporates a rich media player. It visually summarises calls, enabling users to jump directly to "important" areas in calls, saving significant time. The Emotion Detection feature identifies agitated or pleased speakers based on the tone and manner of speech and highlights these areas.

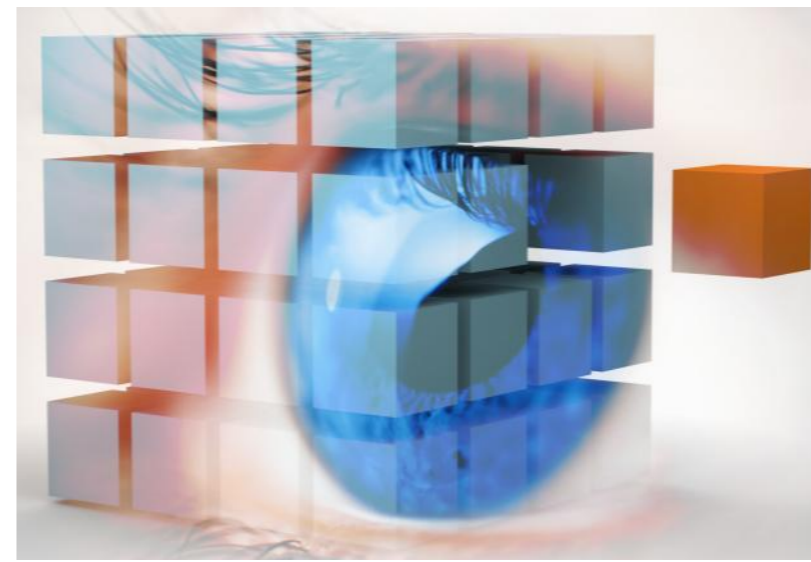
Out-of-the-Box Capabilities
Supports IP & TDM in Same System
Centralised Web Access and Administration
Customisable Web Dashboards
Interactive, Drill-through Heat Maps
File Export (Email, Save As)
End-to-End and AES File Encryption
File Watermarking
LDAP/Active Directory Integration
Variable Retention 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
Screen Analytics Event & Data Reports
Fact Finder™ Desktop Screen Analytics
Instant Recall Client
Quality Evaluation Forms
Agent Coaching
Agent Performance Metrics
Option to extend with speech analytics



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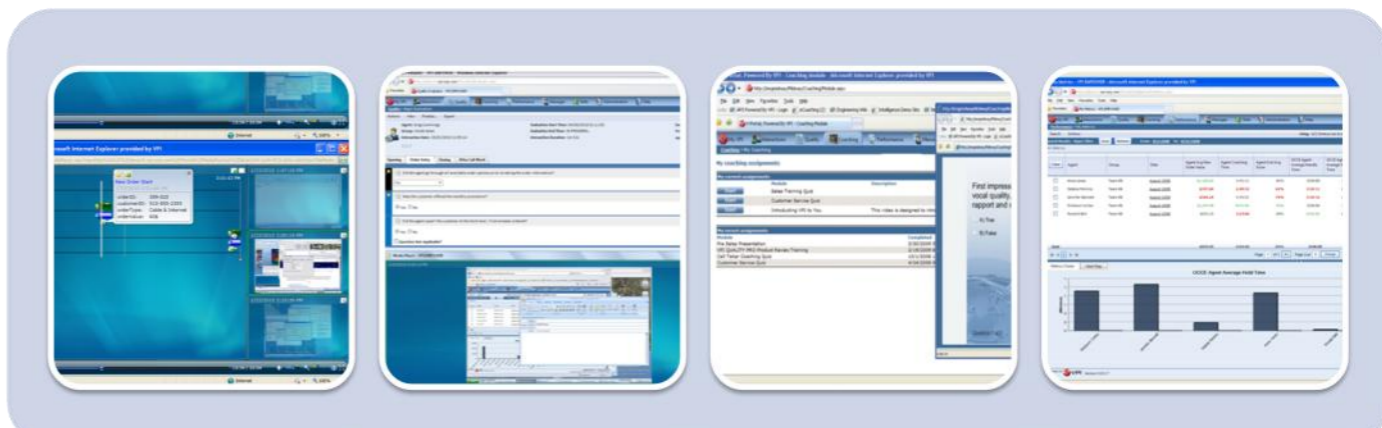
Empower™ Suite

Interaction Recording, Agent Evaluation, eLearning and Performance Optimisation



The Empower™ Suite enables organisations to proactively improve the customer experience, change agent attitudes and behaviours to achieve performance goals, and identify and share valuable business intelligence throughout the enterprise. Consequently, organisations can successfully increase profitability, minimize risk, improve customer loyalty and create a sustainable competitive advantage.

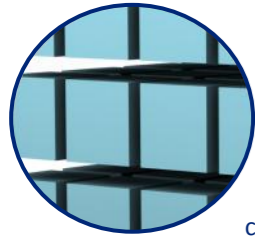
The Empower™ Suite combines and enhances the benefits of Capture Pro, Capture and Evaluate Pro, plus modules for eLearning and performance based metrics. Individually, each software solution is robust and powerful, but they are exponentially more valuable when integrated. Customers may also choose to augment the Empower™ Suite with highly accurate speech analytics to uncover further information.



Capture	Evaluate	Train	Measure
<ul style="list-style-type: none"> Centralised Voice and Screen Recording and Administration Unified Recording of VoIP and TDM environments Targeted Web Search and Analysis, powered by FACT FINDER™ Ensure Compliance and Maximum Security with LDAP authentication, end-to-end Encryption, watermarking and Audit Trail Reporting 	<ul style="list-style-type: none"> Analytics-Driven Selection of High-value Interactions for Evaluation, powered by FACT FINDER™ Precision Quality Monitoring to Identify Issues and Opportunities for Improvement Intuitive graphical interface for easy design and organisation of evaluation forms Streamlined evaluation through synchronised playback of call and screen 	<ul style="list-style-type: none"> Deliver personalised training directly to agents' desktops Automated distribution of agent coaching content – assigned based on performance statistics from your performance management system Gain Actionable Insights with Dynamic Reports and Visualisations 	<ul style="list-style-type: none"> Capture and Consolidate Telephony and Business Data from Multiple Sources Measure and Analyse Contact Centre Performance Automate and Personalise Feedback for Each Employee's Progress Optimise the Business Performance of Your Contact Centre Over 120 KPIs available for agent tickers and reports (including screen events)

← **Fact Finder – Automatically detect data from screen events and tag onto interactions** →

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Voice & Screen Interaction Recording

Capture Pro is the most capable interaction recording solution available to provide a complete picture of incidents and events for quality assurance, dispute resolution, liability protection and compliance. It has been certified and

compliance tested with all the major platforms including Cisco, Avaya, Mitel and many more for seamless integration.

Interaction recordings are efficiently unified and synchronised into a single playback thread.

Audio and data can be captured from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems, while automatically collecting and appending application data from agent screens to voice recordings via Fact Finder™.



TDM, VoIP, Radio, Screen interaction capture, search & playback

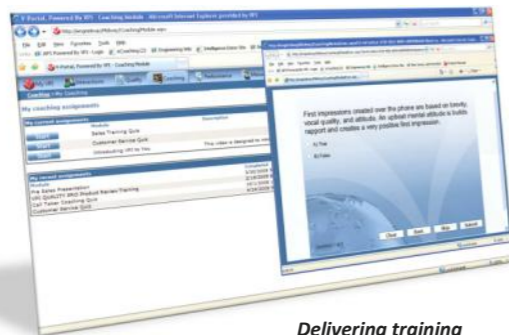


Agent Coaching & Training

The Agent Coaching module puts knowledge in the hands of those who need it, precisely when they need it the most. This tightly integrated system uses the agent coaching module of the performance management desktop ticker or Web Portal dashboard to display messages and coaching tips, and for launching course content in real time to improve agent efficiency and enhance productivity. Automatically send pre-defined content to agents based on pre-set performance thresholds.

Contact centres that use Agent Coaching have better trained, motivated, and empowered agents, which invariably results in improved customer satisfaction, retention, and profitability.

Agent 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 and reporting capabilities for training in a dynamic environment.

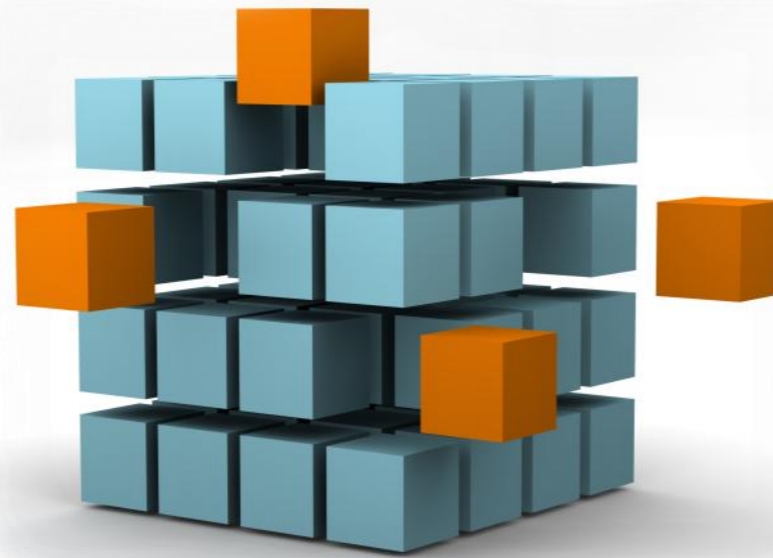


Delivering training direct to agent desktops, improving group & individual skills

The Value of Integrated Solutions

As the central point of interface with customers, the contact centre can have a tremendous impact on the overall business success of any organisation – particularly in the areas of revenue, costs, market intelligence and customer loyalty.

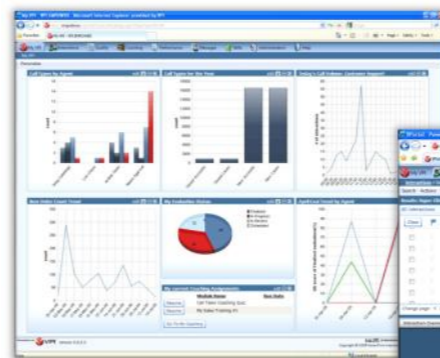
The Empower™ Suite of modular applications gives organisations the flexibility to proactively manage contact centre operations and intelligence. It will equip you with real-time knowledge and tools to drive continuous, proactive improvements across multiple operational areas in order to maximise the value of your customer interactions.



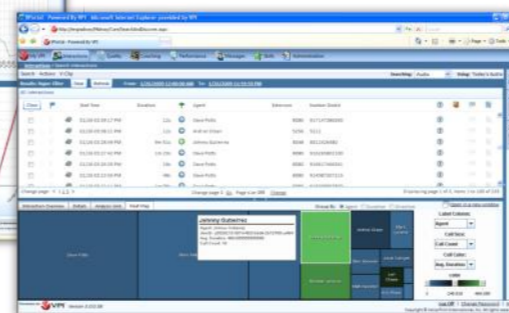
Unified Web Interface and Quick Report Dashboards

From its secure Web-based interface, the Empower™ Suite presents fast and accurate insights via powerful, dynamic reports and visualisations. 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.

Freely search, locate, playback and share with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters. Drill through layers of information within dynamic, easy to understand reports, charts and interactive heat maps to bring your interactions to life.



Dashboard widgets display graphs and charts for quick visualisations



Heat Maps provide a different way to visualise types of calls to spot new trends

QA Competency Scores					Statistics			Man
Avg QA	Compliance	Product Know	Communication	Upselling	Call Handling	# Calls Eval	Most Recent QA	Avg Duration
81%	79%	82%	75%	89%	81%	83	89%	3:39

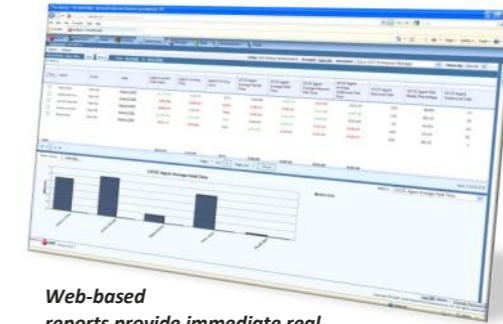
Stacy Adams Please offer VIP Customers the 10-Star promotional offer this week. Last Updated 7:47 pm

Within the first week of having these tools, my Quality Assurance team experienced a productivity and efficiency increase of over 65%!

Cale Helmer, Quality Assurance & Training Mgr., Arvato Services

Performance Management

The Performance Management module collects and consolidates real-time and historical performance information from multiple telephony and business systems, delivering critical key performance indicators (KPIs) in a timely and relevant manner for each user. With



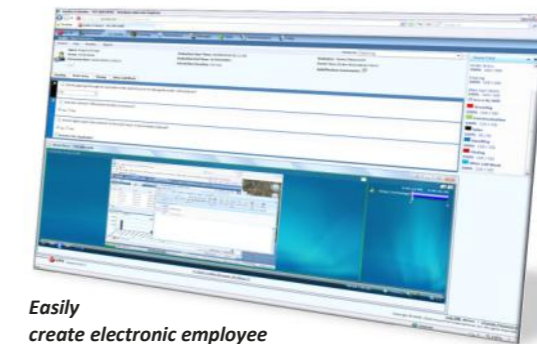
Web-based reports provide immediate real-time, consolidated metrics.

a powerful combination of real-time consolidated reporting, root cause performance analytics, and targeted messaging, the Performance Management module enables contact centres to drive continuous, proactive improvement – crucial for cost containment and profitability. Be able to deliver the right information to the right person at the right time with employee desktop dashboards, tickers and scorecards.



Agent Quality Evaluation

With the fast-paced nature of contact centre operations, the available time of evaluators and supervisors is scarce. It is therefore vital to ensure that their time is focused on high-value tasks, such as evaluating the most coachable calls that also contain the information most relevant to your business focus. The Agent Evaluation module uses advanced analytics of screen and unstructured data to intelligently select and deliver high-value recordings for evaluation, combining the objectivity of random selection with the tools to focus on the types of interactions that drive your revenue and customer satisfaction goals.



Easily create electronic employee evaluation forms.

Easily design, organise and categorise

evaluation forms via an intuitive graphical interface. Focus on call flow or IVR skills, while rating any number of call handling competencies and adding comments that pertain to the evaluation. Monitor and analyse the results using insightful, actionable reports and desktop tickers. Playback recordings, along with powerful visualisations for in-depth analysis.

VPI Empower is a well architected, designed, and easy to use solution that can help managers optimise the performance of their contact centres.

Donna Fluss, Industry Analyst for DMG Consulting