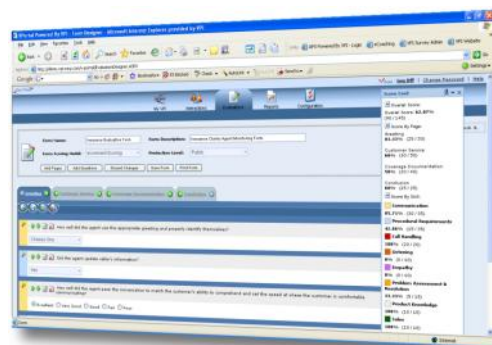
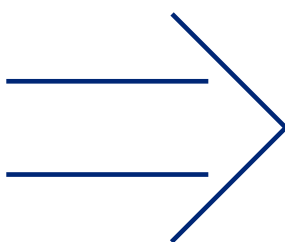


## VPI QUALITY PRO Quality Management

**VPI Quality Pro** is a powerful Quality Management (QM) solution that enables organizations of all sizes to proactively improve customer experience, loyalty, and value. With **VPI Quality Pro**, you can maximize the impact and ROI of your call quality monitoring processes and dramatically improve the effectiveness and efficiency of your customer-agent interactions.



*Easily design assessment forms and evaluate employees.*

### ROBUST, EASY TO USE CALL QUALITY MONITORING SOLUTION

1. Maximize the effectiveness of your QM processes. Implement pertinent business rules to enable focused, intelligent selection of interactions for evaluation.
2. Ensure the objective and consistent evaluation of interactions and post-call customer surveys using fully customizable forms to monitor your customer's perspective on quality.
3. Streamline the evaluation process with our Web-based, unified interface for evaluation and playback of synchronized call and screen recordings.
4. Access quality and performance information anytime, anywhere, using our flexible Web-based portal.
5. Drive ongoing quality improvements. Use real-time intelligence presented by optional dashboards that can be customized for each user based on roles, privileges, and responsibilities.
6. Analyze your QM results and trends using comprehensive reports with summary and drill-down options for in-depth analysis of the causes of either quality problems or customer interaction excellence.
7. Align your QM program with strategic business goals. Implement integrated, real-time performance management, speech analytics, and agent coaching systems.

#### INTELLIGENTLY SELECT CALLS FOR EVALUATION

Integrated with other components of from **VPI**, **VPI Quality Pro** gives you a variety of options for the manual or automated selection of your most meaningful recordings for evaluation. The choices range from a simple scenario to more sophisticated, intelligent selections based on any combination of telephony data and business attributes of recordings.

Selections can also be based on tags from integrated performance and speech analytics systems that can identify problematic or excellent interactions for management review. You will be able to accurately assess your organization's strengths and weaknesses. This will enable you to improve your customer relationships and success.

#### FULLY CUSTOMIZABLE EVALUATION TOOLS

**VPI Quality Pro** provides contact centres with an unprecedented degree of flexibility that will enable you to customize evaluation forms and tailor processes to conform to your specific needs and objectives. You can evaluate an unlimited number of skills and customize an unlimited number of answer choices. A well-designed quality evaluation can reveal significant problems, issues, trends, and opportunities, which is crucial information for the successful execution of your business strategy.

Inputting your agent performance observations is simple, 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!



## IMPROVED COACHING AND TRAINING

**VPI Quality Pro** allows you to pinpoint your agents' strengths and weaknesses and identify areas on which to focus training efforts. The system breaks down the agent behaviour into skill-sets, such as communications, call handling, technical, product knowledge, compliance, etc. Once the weaker skill-sets are identified, specific training and coaching sessions may be conducted.

With our **VPI Coaching** solution, targeted training content can be automatically distributed to agents based on pre-defined business rules and schedules.

## VALUABLE INSIGHTS AT YOUR FINGERTIPS

With **VPI Quality Pro**, it's easy to track contact centre quality and gain unprecedented insight into productivity and customer service levels. Managers and supervisors can choose from a variety of convenient tools for access to information. These include a customizable Web portal with dynamic reports on quality and other parameters of performance, an always-on dashboard with up-to-the-minute customer interaction quality updates and an extensive set of pre-defined, customizable, ad-hoc reports that present data from a variety of angles and formats.

## COMPREHENSIVE REPORTS FOR INFORMED DECISION-MAKING

**VPI Quality Pro** comes as standard with a set of pre-defined, adaptable tools for creating custom reports, plus the ability to report via 3rd party applications. For convenient access to in-depth quality and root cause analysis, **VPI** web-based reports provide for data summary and drill-down; all the way down to playback of recordings. You can also playback calls and start evaluations directly from the drill-down reports. The reports and graphs can be saved, printed, or exported to several file types including Word, Excel and PDF.

## WEB-BASED PORTAL FOR MAXIMUM PRODUCTIVITY

Using a fully customizable Web-portal interface, management can easily keep track of their contact centres' performance, and tie these to the challenges and objectives of the enterprise. At-a-glance views of agent quality results and trends, performance metrics, and other data are combined with tools for in-depth analysis of contact centre statistics, access to search, playback, distribution of recordings, and, optionally, information and tools from other integrated applications from **VPI**.

## REAL-TIME QM DASHBOARDS FOR IMPROVED SUPERVISOR AND AGENT PERFORMANCE

It's never been easier for supervisors to track the status, progress and outcome of agent performance evaluations. Optional **VPI Quality Pro** dashboards can be customized to your needs and a band of real-time information displayed at the top of your supervisor workstations. The **VPI Quality Pro** dashboard can deliver any combination of quality assurance statistics that require constant monitoring.

Dashboards allow agents to monitor the progress of their call handling on an ongoing, daily basis. They can view their quality scores, skill development trends, and KPI-based metrics either individually or compared to a team.

Data Track Technology plc	ALL GROUPS					TEAM 32					MAIN
	Avg QA	Upselling	# Evals	# Remain	Duration	Avg QA	Upselling	# Evals	# Remain	Duration	
	86% / 85%	84% / 82%	86 / 100	14	3:30 / 4:45	81% / 86%	84% / 82%	82 / 100	18	4:40 / 4:45	QUEUES
Team 32	Supervisor meeting at 4pm in the training room. Please be on time.										JOBS

*VPI Quality Pro agent and supervisor dashboards are highly configurable – display the information that is important to your call centre*



Awarded the Industry's Best Quality Monitoring Solution

## CONTACT

Website: [www.datatrackplc.com](http://www.datatrackplc.com)

Email: [sales@dtrack.com](mailto:sales@dtrack.com)

Fax: +44 (0) 1425 270433



Tel: +44 (0) 1425 270333