

Release
5.1

CYBERTECH EVALUATION APPLICATION

QUALITY MONITORING

The CyberTech Evaluation Application is a quality and efficiency monitoring solution. This system combines call and screen recording with an evaluation application in a single integrated solution that can play a major role in improving customer service in call centres of every size. The CyberTech Recording Solution offers a flexible range of recording options using an unlimited number of channels in analogue, digital and Internet Protocol (IP) telephony environments. It can be used standalone for single site recording, or as server/satellites for distributed and enterprise-wide recording on multiple locations while being centrally managed. Recorded audio and screens can be played back together with the evaluation form in one web-based application, to identify where and how contact center performance can be improved.

INTEGRATED

The screenshot displays the 'evaluation' tab of the CyberTech Recording Solution. It features several key components:

- Navigation Menu:** Includes 'my account', 'system installation', 'system configuration', 'user administration', 'system status', 'evaluation', 'recorded calls', and 'quit'.
- Screen Player:** Shows a call record with details such as 'MR. Foster', 'Tel: 0300 43390 100 Apt 9', and 'Date: 03/08/2006 15:46:23'. It also displays call duration and status.
- Audio Player:** Shows a waveform and playback controls for the recorded call. The current time is 03.972.
- Evaluation Form:** Contains a series of questions for quality monitoring:
 - 01 Corporate greeting given? (rereeting given?)
 - 02 Greeting with a smile? (+)
 - 03 Accurate information given? (+)
 - 04 Ticket booked correctly? (+)
 - 05 Two lines of address checked? (+)
 - 06 House name/number repeated? (+)
 - 07 Refund / Change of ticket conditions given? (+)
 - 08 Booking details repeated? (+)
- Score Summary:** At the bottom right, it shows 'SCORE (SO FAR) 7.16' for call #695447 made by user Anthony Foster on 3/8/2006 7:56:26 PM.

SCREEN RECORDING

VOICE RECORDING

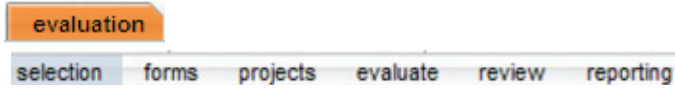
QUALITY MONITORING

FEATURES

The Evaluation Application has the following features:

- One integrated application for Voice Recording, Screen Recording and Evaluation;
- Simple creation of project campaigns, evaluations and reports;
- Evaluate and add additional remarks to a call in the same window;
- User friendly application and familiar 'look and feel' to CyberTech Recording users;
- Low cost of implementation due to the compatibility with standard hardware and software;
- Evaluation Forms with configurable sections, questions and answer types.
- Forms and Sections can be shared among users.

The Evaluation Application offers an easy process for analyzing the quality of calls. Stepping through the workflow process of the Evaluation Application enables the corresponding features,



1. **Selection:** Set-up a schedule to select recorded calls and screens recordings for evaluation;
2. **Forms:** Design custom made Evaluation Forms with sections, questions and configurable answers;
3. **Projects:** Create evaluation projects by assigning calls to be evaluated plus forms to Supervisors;
4. **Evaluate:** Perform Evaluations and add remarks to a call;
5. **Review:** Go through performed Evaluations with agents;
6. **Reporting:** Generate graphical reports on Evaluations and call statistics.

CALL SELECTION

Selection of calls to be evaluated can be done automatically or manually. Automatic selections are scheduled every day and used for daily evaluation of agent groups. In case specific calls need to be selected made from the past week, a manual selection can be used. This allows selecting all calls from a specific customer or agent for additional evaluation.

New

- A maximum number of calls can now be set per day, week or month.
- A selection can be made for recording of Voice calls only, Screen recordings only, or both.

FORMS

An evaluation form is composed of questions about the quality of the calls. Questions can be grouped into sections by relevance. Scoring answer types can be set to Yes/No, flexible scaling, or 'Not Applicable'. Forms can have an additional remark field in the Questions form. Supervisors and/or Agents can use this field for additional free format comments on the call.

New

Section	Question ID	Question Text	Score	Actions
1: Call opening	1	How is the call opening?	5	[edit] [delete]
	2	How is the explanation of the project goals?	5	[edit] [delete]
2: Selling the product	1	Is there a sale?	2	[edit] [delete]
	1	Have all customer details been asked for?	2	[edit] [delete]

- The live calculation of the scoring can be optionally displayed; continuously, only after completing the form, or not at all. The scoring result is displayed as a value between 0 and 100 %.
- Forms can be exported into a file, which can be e-mailed, printed or processed otherwise.

New

- Questions can be maintained in a library. This gives the ability to re-use questions among users and use the same questions in different forms.
- For maximum flexibility in scoring, each questions can have a 'weight' factor, and a complete configurable scoring type per answer. By giving a question the highest weight factor, this question is marked as 'critical'. A low scoring on that question will never result in a positive total score.
- A complete section can have a the '**Not Applicable**' option. If this box is checked during scoring, all questions in this section will get the N/A value.

PROJECTS

New

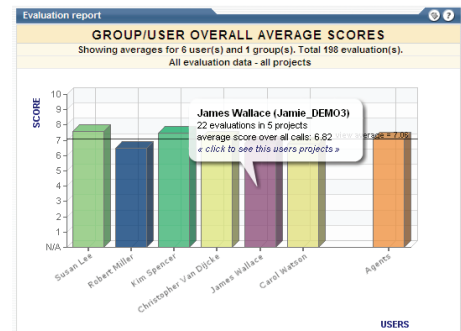
By assigning a selection of calls plus evaluation form(s) to a Supervisor, an Evaluation project or campaign is created. When a supervisors logs in, evaluation of the assigned calls can be started. Projects can have calls that only need to be evaluated once by the Supervisor, or calls that can have multiple evaluations by different Supervisors. The scores can then be calibrated between Supervisors.

REPORTING

A comprehensive range of graphical evaluation reports deliver high levels of management information. Standard layouts and templates are available to generate reports on individual agents, agent groups, projects and forms. Alternatively, users can define the parameters for a wide range of tailor made reports as well as 'drill down' to analyze data in greater detail.

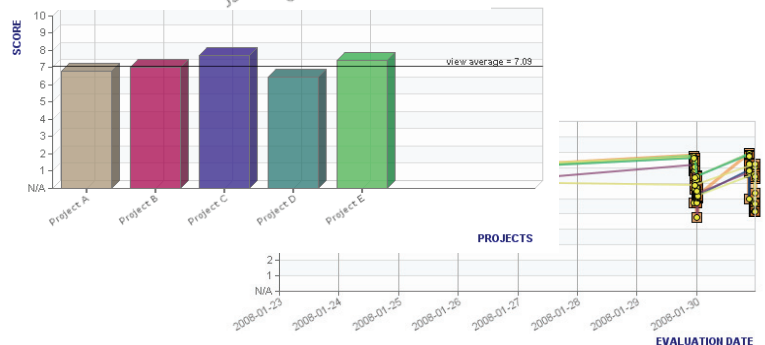
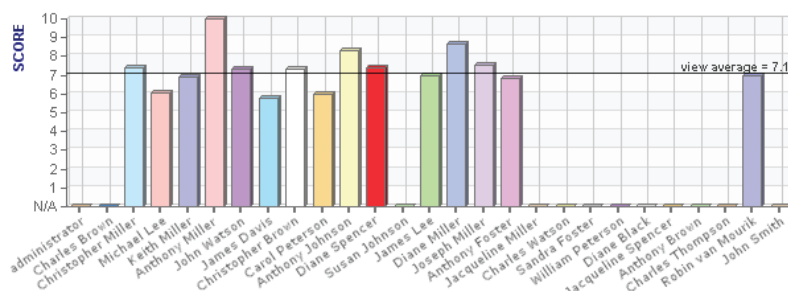
Standard available reports are:

- Agents – Scoring averages
- Agents – Scoring trends
- Projects – Section scores
- Agents – Call duration
- Agents – Number of calls
- Project – Calibration



New

Average score per agent
Averages over all projects for 27 users (154 evaluations total)





REPORTING

Creating and analysing reports is with additional features like:

- When drilling down to the scoring of a single call, the **Audio Player** will become available for playback of that call. This way the scoring can be reviewed while listening to the call.
- When drilling down in a project and arriving at the individual evaluations within the project, the **average scores** of the groups and users within the project is displayed.
- **Call Direction** is an additional filter for the reporting. This way only incoming or outgoing calls can be selected for the reporting.
- The data of report on the screen can also be **exported** to a CSV file. The CSV can be used to import in other analytics software.

TOTAL SOLUTION

The CyberTech Evaluation Application is an integrated evaluation application that provides total quality and efficiency driven monitoring with the most complete picture of every call to identify where performance can be improved. Being web-based, it will deliver significant time and operational efficiencies as well as lower costs of ownership.

CyberTech Evaluation

- Easy to use
- One application
- Integrated in Recording Solution
- Completely web based
- For any size of call centre
- Integrated Screen Recording possible
- Affordable

Other QM solutions

- Complex to use
- Several separate applications
- Loosely integrated with Recording
- Heavy client applications
- Only for large call centres
- Not always Screen Recording
- Expensive

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