Envision Quality Monitoring™

Elevate contact center effectiveness by coaching and managing agents to peak performance. Envision Quality Monitoring™ provides industry-leading coaching capabilities and improves efficiency with powerful monitoring and evaluation tools.

Automated Monitoring, Evaluations and Coaching

- **Automated and On-Demand Recording with Screen Capture**
  Capture customer interactions, either on-demand or according to a rules-based schedule. Screen capture is synchronized with audio and screens can also be recorded when agents are not engaged with a customer.

- **Voice, E-mail and Web Chat Communications**
  Record customer communications from multiple channels for use in evaluations and training. Also capture specific information using selective business-rule recording, such as CTI, ANI and DNIS.

- **Playback and Conversion**
  No need for multimedia devices - no impact to network performance - recordings can be played back on any phone at any location. And export voice/screen recordings to AVI format for easy distribution.

- **Full-time Recording**
  Record 100% of customer interactions to meet compliance requirements or perform agent, center and business trend analysis by seamlessly integrating Envision Full-Time Recording™.

- **Customized Evaluation Templates**
  Grade agent performance according to specific and unique business metrics. Evaluation templates are easy to create, copy, edit, publish and administer.

With Envision Quality Monitoring:

- Record all customer interactions or establish business rules to trigger scheduled or specific recordings
- Improve agent performance and customer experience
- Send recordings, evaluations, feedback and other coaching material directly to agent desktops
- Optimize supervisor time by automating daily tasks
- Analyze and manage the center's performance with advanced Web-based analytics

- **Integrate Evaluations with Recordings**
  Attach targeted training content to evaluated recordings for delivery to the agent desktop as a coaching package. Training can include custom videos created with Envision eLearning™, Web clips or any third-party training on the network.

- **Annotated Feedback**
  Personalize online evaluations and coaching packages with audio comments from supervisors. Agents can also annotate recordings

Fully Integrated Workforce Optimization (WFO)

Envision Centricity™ unifies Envision's core WFO solutions, including Envision Quality Monitoring™, within a fully integrated Web-based platform. This provides flexible and personalized dashboards for monitoring, managing and analyzing data in a single, easy-to-use console. Envision Centricity significantly expands performance management capabilities by capturing, aggregating and displaying only relevant, meaningful and valuable information—as defined by each user—at the agent, center or enterprise levels.

Rapid and Proven Delivery

Envision provides personalized implementation, training and support services that help organizations achieve measurable, immediate and ongoing results based on the unique business needs and objectives of every customer. Envision's "customer-centricity" approach includes partnering with organizations to implement and continuously improve the utilization, performance and value of contact center workforce optimization investments.

Envision Quality Monitoring streamlines team and business performance management by simplifying the playback, evaluation, administration and distribution of agent/customer interactions.

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