



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.

The screenshot shows the Envision Click2Coach interface. At the top, there's a navigation bar with 'envison CLICK2 COACH' and a user greeting 'Welcome brucer!'. Below this is a menu with 'Dashboard', 'Search', 'Recordings', 'Notifications', 'Analytics', and 'Workforce Management'. The 'Recordings' section is active, showing a table of recordings with columns for Agent, Media, Evaluated, Direction, Type, ID #, Date, and Duration. The table lists 20 recordings for agent Joanne Becker. To the left of the table are filter options for search criteria, saved searches, and agents.

Search Filter Criteria	Agent	Media	Evaluated	Direction	Type	ID #	Date	Duration
joanne	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357633	09/17/2010 01:56 PM	00:04:22
Saved Searches	Joanne Becker	Audio Only	No	Inbound	FTR	357632	09/17/2010 01:56 PM	00:04:10
Search Reset Save Filter Options	Joanne Becker	Audio and Video	Yes	Inbound	Scheduled	357631	09/17/2010 01:48 PM	00:02:28
Agents Filter Options	Joanne Becker	Audio Only	No	Inbound	FTR	357630	09/17/2010 01:48 PM	00:02:18
Select Agents Agents Selected: 0	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357638	09/15/2010 10:22 AM	00:01:33
All Date Ranges	Joanne Becker	Audio Only	No	Inbound	FTR	357637	09/15/2010 10:22 AM	00:01:28
All Time Frames	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357640	09/15/2010 10:18 AM	00:03:03
All Durations	Joanne Becker	Audio Only	No	Inbound	FTR	357639	09/15/2010 10:18 AM	00:02:57
Advanced Filters	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357324	09/14/2010 04:23 PM	00:03:09
Business Intelligence Filters	Joanne Becker	Audio Only	No	Inbound	FTR	357323	09/14/2010 04:23 PM	00:02:58
	Joanne Becker	Audio Only	No	Inbound	Scheduled	357385	09/14/2010 03:38 PM	00:01:35
	Joanne Becker	Audio and Video	Yes	Inbound	Scheduled	357383	09/14/2010 03:29 PM	00:02:05
	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357636	09/14/2010 10:10 AM	00:01:35
	Joanne Becker	Audio Only	No	Inbound	FTR	357635	09/14/2010 10:10 AM	00:01:29
	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357322	09/13/2010 03:57 PM	00:01:32
	Joanne Becker	Audio Only	No	Inbound	FTR	357321	09/13/2010 03:57 PM	00:01:22
	Joanne Becker	Audio and Video	Yes	Inbound	Scheduled	357318	09/13/2010 03:46 PM	00:02:28
	Joanne Becker	Audio Only	No	Inbound	FTR	357317	09/13/2010 03:46 PM	00:02:18
	Joanne Becker	Audio and Video	No	Inbound	Scheduled	357221	09/10/2010 01:56 PM	00:04:22
	Joanne Becker	Audio Only	No	Inbound	FTR	357220	09/10/2010 01:56 PM	00:04:10
	Joanne Becker	Audio and Video	Yes	Inbound	Scheduled	357219	09/10/2010 01:48 PM	00:02:28
	Joanne Becker	Audio Only	No	Inbound	FTR	357218	09/10/2010 01:48 PM	00:02:18

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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Envision—Contact Center Performance Assured.

Envision helps companies better align and integrate the people, processes and technologies within the contact center to drive exceptional customer service. Our belief is that continuous agent improvement helps maximize every contact with customers, which ultimately drives increased contact center and enterprise performance. Envision Centricity is a complete Workforce Optimization suite to aggregate, monitor and analyze data and performance at the agent, contact center and enterprise levels. It is comprised of multiple applications including Envision Workforce Management™ for scheduling, forecasting and staffing, with applications for quality monitoring, identity protection and compliance, and analytics; and the industry-renowned Envision Click2Coach® for fully integrated quality monitoring and management, e-learning, automated coaching, robust analytics and performance management capabilities. Visit envisioninc.com, email info@envisioninc.com or call 206.225.0800 ext. 500 for more information.