

Contact Center Performance

Recording for Quality, Compliance, and Risk Management

Qfiniti Observe™ enables a clear understanding of the customer experience with the contact center through flexible and intelligent recording capabilities. Observe provides a powerful suite of monitoring options that includes transaction-based recording of voice and desktop activity and innovative coaching features. Observe supports quality and on-demand recording and delivers full logging for critical compliance applications, all within the same platform.

Qfiniti Observe EasyLink™ lets contact centers intelligently and more cost-effectively capture and classify recordings by establishing a direct connection between desktop applications and call recording programs. Organizations can use data from customer service applications to start or stop a recording, attach to a recording for data mining, or reclassify a recording for easy retrieval

Desktop Monitoring

etalk Introspect™ delivers a comprehensive set of capabilities for monitoring and evaluating the use of desktop software applications—and for translating that insight into enterprise-wide productivity gains. It can be deployed to highlight trends and weaknesses in the use of software and workflows, provide immediate feedback to support process improvements, and uncover group or individual training needs.

Agent Evaluation

Qfiniti Advise™ is the industry's most complete, easy-to-use system for measuring and evaluating agent performance and gathering root cause analysis. With Advise, companies can establish the performance criteria for their customer contact center and utilize Advise's highly automated tools to evaluate, analyze, and maintain the quality of customer contact agents.

Post-Call Customer Surveys

Qfiniti Survey™ delivers immediate insight into the customer's service experience. Unlike third-party surveys, which can be both costly and time-consuming, this product offers customers an optional automated survey directly following a service call, giving organizations instant, accurate customer feedback. By integrating the survey results with quality monitoring programs, Survey provides the most comprehensive view of an agent's performance and ensures that quality programs are in line with the voice of the customer.

Agent Training and Coaching

Qfiniti Expert™ delivers targeted training directly to the agent desktop for a consistent and cost-effective learning experience. This integrated eLearning technology enables fast course delivery to ensure timely distribution and training of critical information. Expert provides the tools needed to build skills and knowledge not only to enhance agent performance, but also to improve retention and productivity.



An Enterprise Platform

Autonomy etalk delivers more than traditional call recording—it provides a unified, scalable enterprise platform for managing contact center performance, multi-channel interaction analysis, and real-time agent support. etalk solutions support quality and compliance programs across multiple sites and enable operations across time zones, languages, and technology environments. Through analysis and advanced reporting, the etalk platform ensures organizations maintain a pulse on performance around the globe.

Multi-channel Interaction Analysis

Communication Analysis

Qfiniti Explore™ uses intelligent speech analytics to deliver a conceptual understanding of customer interactions, shedding light on “hidden” information such as call trends and customer insight. Explore understands the concepts in recorded transactions, giving users the ability to retrieve recordings based on their fundamental meaning. This analytics tool can also identify recordings that share similar words, phrases, and concepts, giving users access to a larger pool of relevant information.

Intelligent Search Capabilities

Qfiniti Explore™ enables users to search recordings and other unstructured data collected in the contact center. Explore’s unique Smart Views feature allows users to define search criteria and “train” the system to automatically search for recordings or other data with certain characteristics and alert users when new content is available. In addition, Explore’s Agent Script Adherence feature can compare agent conversations with scripts to find deviations from policy and automatically alert supervisors so that issues can be addressed as soon as possible.

Real-Time Agent Support

Qfiniti Assist™ enhances customer service by offering automatic and real-time assistance for agents during a customer interaction. This tool processes both voice and text to develop an understanding of the customer need and instantly supplies agents with relevant responses, enabling them to answer questions quickly and accurately. Using Assist, organizations can reduce call times, resulting in increased productivity and enhanced service levels.



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Contact Center Services

At Autonomy etalk, we go beyond traditional call recording and quality monitoring to give you a comprehensive solution designed to meet—and exceed—your bottom line business objectives. We back our solutions with a proven suite of professional services, including planning, design, implementation and deployment, training, enterprise system management, and expert consultation. Autonomy etalk delivers the industry's best service and support anytime, anywhere in the world with 24/7 technical support rated "A" by over 95% of our customers. This combination of award-winning products and world-class services gives you the tools to create, deploy, and manage your Intelligent Contact Center.

Professional Services

- Solution Design
- Implementation
- Specialized Integration
- Training Services
- Wellness Check-ups
- Enterprise System Management

Technical Services

- 5/12 or 24/7 Technical Support
- VAR Certification Programs
- Global Support

Business Consulting

- Quality Monitoring Program Assessment
 - Quality Monitoring Excellence Award
- Call Quality Calibration
- Benchmark Studies
 - Quality Monitoring Program Study
 - Reward and Recognition Study
- Call Center Operations Assessment
- Coaching Program
 - Agents
 - Supervisors
- Call Library of Digital Recordings
- Six Sigma Training and Certification
- Workshops

Autonomy etalk Solutions

- Multi-channel Interaction Analysis
- Quality Monitoring
- Real-time Agent Support
- Agent Evaluation
- Sentiment Analysis
- Coaching and Training
- Customer Trend Spotting
- Customer Surveys
- Call Recording for Compliance, Liability, and Risk Management
- Performance Management
- Agent Script Adherence

Languages supported include: English, Spanish, Dutch, Polish, Portuguese, Italian, German, Simplified Chinese, European French, and French Canadian.

The combination of award-winning products and world-class services gives you the tools to create, deploy, and manage your Intelligent Contact Center.



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