

Autonomy etalk Overview

Autonomy etalk has radically changed how contact centers operate and manage customer satisfaction and loyalty. With innovative technologies and years of experience managing large volumes of unstructured data in the contact center, etalk solutions can offer companies improved automation, intelligent searching capabilities, and speech analytics technologies that optimize customer service and enhance customer-driven business strategies across the organization. This is made possible by transforming the contact center into an Intelligent Contact Center.



The Intelligent Contact Center

Extending far beyond traditional approaches, the Intelligent Contact Center provides the ability to capture, share, and analyze critical structured and unstructured data that flows through the contact center such as audio (calls), email, or text, enabling the bi-directional sharing of that data with the rest of the enterprise. This ability to process and share valuable information results in enhanced operational performance, better customer support, and actionable business insight.

The three elements to the Intelligent Contact Center include Multi-Channel Interaction Analysis, Real-time Agent Support, and Contact Center Performance. These advanced intelligence-based functions are powered by Meaning Based Computing technology.

Multi-channel Interaction Analysis provides the ability to capture and analyze the meaning of customer interactions across multiple communication channels, whether they be text, e-mail, IM or speech-based. Using advanced voice processing technologies, etalk captures and intelligently processes every recorded voice transaction, as well as every element within those recordings, making that information searchable with unprecedented accuracy and speed. Voice analysis is performed alongside email, chat and IM to ensure a full picture of the transaction is developed, while automatic call categorization provides a useful means of identifying trends.

Real-time Agent Support enables the real-time delivery of relevant intelligence directly to the agent's desktop. etalk uses advanced speech recognition technology to understand the customer conversation and links to the organization's knowledge systems to provide fast and accurate information to the agent in real-time – improving overall response time and significantly enhancing customer satisfaction.

Contact Center Performance delivers the most fundamental requirements of the contact center including call recording, quality management and compliance, eLearning, surveys, and Contact Center Performance Management. Autonomy etalk is an established leader in optimizing the performance of the contact center with solutions to record customer calls, gather customer feedback and evaluate and improve agent performance.

Meaning Based Computing Technology

Autonomy's Intelligent Data Operating Layer (IDOL), the foundation of Meaning Based Computing technology, is the only enterprise-wide, information infrastructure platform that forms both a conceptual and contextual understanding of all of the information in an enterprise in any format. Autonomy extends this innovative technology into the contact center through its established etalk suite of solutions. Meaning Based Computing technology allows organizations to access and understand all of an enterprise's unstructured data such as telephone conversations, emails, documents, and web pages.

Surpassing traditional search technologies, Meaning Based Computing processes this data in real-time, automatically analyzing, identifying, and prioritizing concepts in any piece of information across the enterprise. Meaning Based Computing technology facilitates the flow of information between the contact center and the enterprise, giving users direct and immediate access to relevant data and helping them understand what matters amid an enterprise's vast knowledge base.

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

Ofiniti 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

Ofiniti 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

Ofiniti 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 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.



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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