

TELEPHONY@WORK CALLCENTERANYWHERE QUALITY MONITORING AND RECORDING

FEATURES

- Integration by design
- All-media recording
- Scheduled or on-demand voice recording
- Total call logging
- Agent on-demand recording

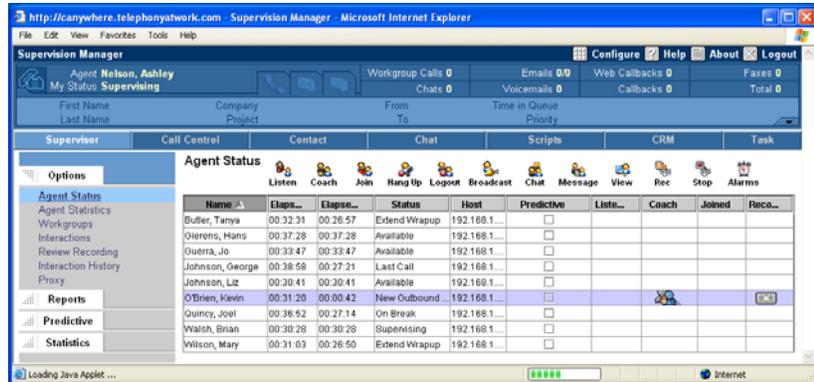
Quality management and liability recording are essential for all world-class contact centers. The only way to know if your agents are delivering the correct information to your customers is to monitor their transactions. Oracle's Telephony@Work CallCenterAnywhere makes it easy to measure your agents' performance in all media, and from anywhere—onsite or offsite. The system allows quality specialists to monitor agents' calls and screens at the same time, giving them a complete view of their interactions with customers.

Quality Assurance Voice Recording

To monitor agent performance effectively, Oracle's Telephony@Work CallCenterAnywhere can randomly record a predetermined percentage of each agent's calls. These calls can be stored and retrieved by the Supervision Manager based on a variety of criteria, such as time of day, date range, call length, phone number dialed, customer account number, customer name, or any other field. Then, a quality assurance specialist can evaluate only relevant calls. The system has the unique ability to set recording parameters based on each agent's knowledge level or tenure, which will save quality management specialists hours of call screening. With Telephony@Work CallCenterAnywhere, they get just the calls they need.

Recordings are stored on the central servers and compressed into MP3 files for efficient storage. Retrieved calls are streamed to supervisors' workstations for playback using any MP3-compliant media player, such as Windows Media Player or RealPlayer. Supervisors may retrieve and display recordings by agent or workgroup, over a specified date range. The system can also download and archive recorded calls to the enterprise's storage facilities, such as a storage area network or network-attached storage.

There are tremendous advantages to having quality management and liability recording applications that are native to the application. Supervisors can monitor agents on an ad hoc basis by highlighting the agent on the status screen and clicking the Monitor icon. The system's Coach icon allows a supervisor to speak to an agent without the customer hearing their conversation. Clicking the Join icon brings a supervisor into a conversation with an agent and customer. If the supervisor decides to record the transaction, all it takes is a click of the Record icon. If an agent is acting improperly, the supervisor can take over the call, hang up on the agent channel, log them out, and change their password to lock them out of the system—all in just a few mouse clicks.



The Supervision Manager interface makes it easy for supervisors to perform quality checks for performance improvement.

100 Percent Call Recording Available

In many industries, call recording is a mandatory legislative requirement. And for many companies, recording sales transactions is an obligatory part of order fulfillment. It's also a great way to protect your company from frivolous lawsuits. Telephony@Work CallCenterAnywhere gives you the ability to record 100 percent of transactions. It also allows you to record a percentage of calls for each agent, so newer employees can be scrutinized to a higher degree than trusted veterans. Recordings are indexed and stored on a data server or external device, making retrieval quick and simple.

Agent On-Demand Recording

There are times when agents must record their calls for the protection or benefit of your company. Telephony@Work CallCenterAnywhere makes it easy. Agents click the Start Recording button on the Interaction Manager to begin a recording. Agents can initiate consent to recording transactions, which are stored in the Customer Interaction History for easy retrieval and review. Recordings, like customer e-mails and chats, are stored along with the call details and can be readily accessed and used by another customer service representative (CSR) as part of a subsequent interaction.

E-Mail and Web Chat Recording

Telephony@Work CallCenterAnywhere provides tracking and storage of all customer transactions—contacts initiated by customers along with your agents' responses. E-mail and Web chat transactions are automatically stored in the Customer Interaction History. Chat transcripts show the text typed by agents and customers as well as the URLs pushed to customers. Customer e-mails, likewise, are stored with both the customer initiation and the agent's response. This storage and retrieval feature is a valuable tool for CSRs who handle follow-on transactions. They can review the prior contact history, saving time by not having to cover previous ground.

Preintegrated Technology

With Telephony@Work CallCenterAnywhere, call recording and quality management are preintegrated and standard features of the platform, not part of a bolt-on external system. The integrated-by-design architecture of the solution makes digital call recording an integral component of Telephony@Work CallCenterAnywhere. Menu-driven entries are used to set up and review recorded sessions. No external system needs to be programmed and integrated. Telephony@Work CallCenterAnywhere also allows calls to be centrally recorded regardless of an agent's physical location, even if calls are routed to their home or cellular phones.

Compressed Files for Increased Storage Capabilities

All voice recordings in Oracle's Telephony@Work CallCenterAnywhere are digitally captured. At call termination, the resulting WAV file can be forwarded to the storage file server, which converts it to an MP3 file that is maintained in a directory structure on a designated storage system. This dramatically reduces storage requirements. Statistics about the recordings, along with pointers to their locations, are kept in the system database. Online storage is indefinite, with one year of agent voice recordings requiring approximately 8GB of storage space.

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