

QUALITY MANAGEMENT

Using recorded data to drive innovation across your business

<ul style="list-style-type: none"> ✓ Improve Quality of Service ✓ Optimise operational performance ✓ Quickly resolve disputes ✓ UK based Help & Support 24/7, plus Managed Service Compliance 	<p>Customer experience is key, with quality of service intrinsic to loyalty and reputation. In public safety lives can depend on agents answering calls and gathering accurate information fast. In finance, clear, accurate and regulatory compliant information is essential.</p> <p>With Red Box Recorders you can monitor quality, assess employee performance and provide personalised coaching and training.</p>
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Industry best practice

Best practice in call quality monitoring and performance assessment suggests an automated, targeted approach. Quantify Quality Management (QM) from Red Box Recorders incorporates workflow designed to align with this methodology across your business.

Automatically select high value calls, schedule and assign them to the right supervisor for evaluation, using custom evaluation forms and criteria to capture the right data and insight for your organisation.

Business insight

Measure performance in key areas such as call handling and first-call resolution, then summarise & visualise your evaluation data with targeted reports to get the insights you need.

Enable identification of training needs and facilitate targeted coaching to provide a pathway for quality improvements. Raise the bar in every area of service to improve efficiency.

Best practice by design

Automated call selection and scheduling, customised evaluation criteria, and targeted coaching



Fully integrated

Quantify QM is integrated across the Quantify suite of applications to optimise workflow, provide ease of use, and become part of a complete solution for workforce optimisation.

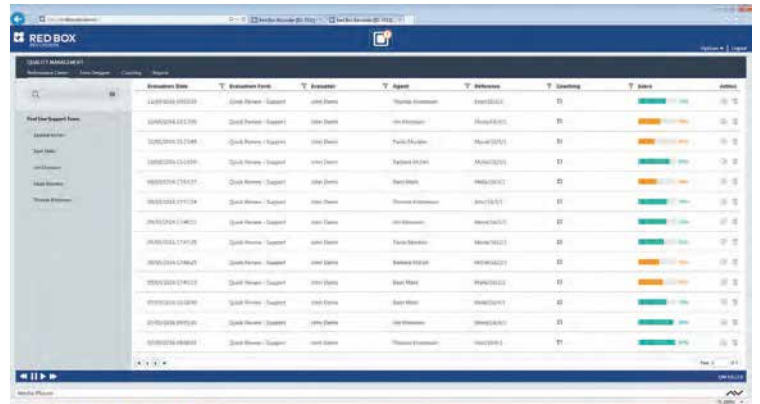
Quantify Search & Replay: Use powerful metadata and audio search capabilities to find the calls you need.

Media Player: Dexterous playback control helping you to listen to every detail.

Quantify Live Acquire: Listen to and monitor live calls to provide real-time coaching and assistance.

Structured

Quantify QM makes use of specific "user types" and a customised organisational structure to reflect how your organisation works, and provide a dynamic, context sensitive UI.



Call ID	Date	Agent	Status	Score
12345678901234	2018-01-01	John Doe	Missed	0.0
12345678901235	2018-01-01	John Doe	Answered	0.5
12345678901236	2018-01-01	John Doe	Answered	0.5
12345678901237	2018-01-01	John Doe	Answered	0.5
12345678901238	2018-01-01	John Doe	Answered	0.5
12345678901239	2018-01-01	John Doe	Answered	0.5
12345678901240	2018-01-01	John Doe	Answered	0.5
12345678901241	2018-01-01	John Doe	Answered	0.5
12345678901242	2018-01-01	John Doe	Answered	0.5
12345678901243	2018-01-01	John Doe	Answered	0.5
12345678901244	2018-01-01	John Doe	Answered	0.5
12345678901245	2018-01-01	John Doe	Answered	0.5
12345678901246	2018-01-01	John Doe	Answered	0.5
12345678901247	2018-01-01	John Doe	Answered	0.5
12345678901248	2018-01-01	John Doe	Answered	0.5
12345678901249	2018-01-01	John Doe	Answered	0.5
12345678901250	2018-01-01	John Doe	Answered	0.5

Part of a complete solution for workforce optimisation



Discover more.

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