

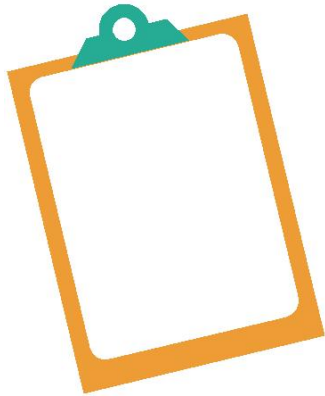
WORKFORCE OPTIMIZATION

Speechlog Quality Management



SPEECHLOG QUALITY MANAGEMENT

Operate, Capture, and Learn



Operate



Capture



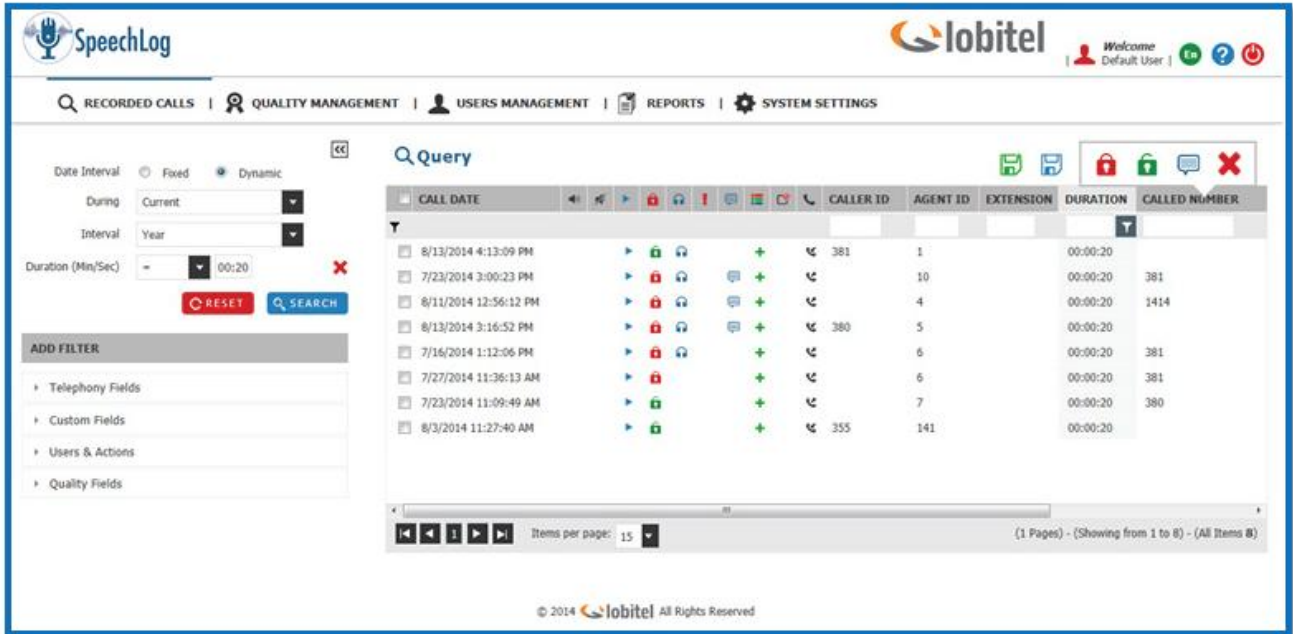
Learn

In today's highly competitive and complex business landscape, the future of a company whether large or small, rides on every single interaction with its customers and key business contacts. Increasing competition has constantly put businesses in an imperative demand to operate more strategically, document transactions and to learn from customer experiences. All in the mission to offer standout performances, reliable products, and exceptional values to their customers while reducing disputes and ensuring business integrity.

That's where Globitel's SpeechLog Quality Management comes in, to help in maintaining the highest level of quality without sacrificing time or resources. It also allows you to:

- Perform root cause analysis to uncover the issues and agents that contribute to low quality scores.
- Take action such as targeted agent training to address knowledge gaps.
- Monitor to verify problem resolution and ensure ongoing quality management.
- Documenting in-call agreements and transactions to hold against disputes.

Innovative, Designed with Comprehensibility & Easy to Use



SpeechLog Quality Management includes advanced data storage, retrieval, and presentation capabilities, along with agent scorecards for evaluating and enhancing performance and training. With SpeechLog Quality Management, call center managers have the option to flexibly define the Quality Assurance Metrics in order to satisfy each particular goal and mission of the enterprise.



SpeechLog's dynamic design, catering all screen sizes up to the responsive design in HTML5, is built to satisfy the user's comfort with a relaxed and slick feel upon usage. Here's how:

- SpeechLog is developed using web latest technologies built on HTML5 with modern controls for a more user friendly and crisp environment.
- Accelerated delivery of the required data, thanks to the Powerful Control Features which satisfies day-to-day tasks.
- Enhanced search pages while simplifying the interface and enabling the user to build complex search criteria using a simple interface.
- Simplified dynamic grids which allow you to filter and sort data easily.
- Personalized SpeechLog: You can easily brand your SpeechLog web application with your company's identity by uploading your logo. The logo will appear to the top right of the screen as well as on any sheets exported like Excel and PDF.



Dynamic Search Criteria

The screenshot shows the 'Search Parameters' configuration page in the SpeechLog application. It is divided into two main sections: 'Advanced Search' and 'List columns'. Both sections contain a table with columns for 'PARAMETER', 'ADMIN', 'SUPERVISOR', and 'AGENT'. The 'Call Properties' section is expanded, showing various parameters like Agent ID, Extension, Trunk, Duration, etc., with checkboxes indicating which user levels can access them.

PARAMETER	ADMIN	SUPERVISOR	AGENT
Call Properties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Agent ID	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extension	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trunk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Duration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Caller ID	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Called ID	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dialed Digits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dialed Digits Count	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Site Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Capability for the administrators is provided to control what search parameters should show to each user level.
- The definition of Quick Search Parameters can also be configured by the admin.
- Calls can be linked together referring to a certain case, making it easier to retrieve all case info.



Enhanced User Management

The screenshot shows the 'Add User' form in the SpeechLog application. It includes fields for User Type (Administrator, Supervisor, Agent), Username, Full Name, Password, Confirm Password, Email, Agent ID, User Groups, and Campaign Name. Below the form is a table for 'PERMISSION NAME' and 'PERMISSION VALUE'.

PERMISSION NAME	PERMISSION VALUE
Quality Management Privileges	<input type="checkbox"/>
View own Session Recording	<input checked="" type="checkbox"/>
Quality Privileges	<input type="checkbox"/>
User can delete evaluations	<input type="checkbox"/>
View Non-Call Evaluation	<input checked="" type="checkbox"/>
View Evaluator	<input type="checkbox"/>
Can Perform Evaluations	<input type="checkbox"/>
Recorded Calls Privileges	<input type="checkbox"/>
Allow Search by CallerID and CalledID	<input type="checkbox"/>
Listen Recorded Calls	<input checked="" type="checkbox"/>
Show Evaluated Calls Only	<input type="checkbox"/>
Download Audio Files	<input checked="" type="checkbox"/>
Download Video Files	<input type="checkbox"/>

- A more flexible method to manage users and groups to set permissions dynamically all based on your business needs.
- Administrators can now set default permission values as well as hide from showing when creating or editing users on the application.



Central Call Management

Speechlog quality management can be easily scaled up to centrally manage multiple recorders in different locations. This enables additional analysis between different sites and different organizations.



Quality Management Made Simple

SpeechLog Quality Management works with Globitel's SpeechLog Call Recorder solution in addition to its flexible ability to integrate with most of the recording systems available in the market. It can help organizations go beyond traditional quality monitoring by incorporating customer feedback surveys, organizations can gain deep insight into how well agents interact with customers and how effectively their processes support them. This can help drive strategic decisions impacting costs, revenue, customer satisfaction, and competitive advantage.



QA Call Flagging:

With its optimal functionality, SpeechLog can flag and collect call samples to be viewed for quality scanning. This option is set to randomly select calls that meet a configurable criteria that qualifies the sample to be audited for quality.



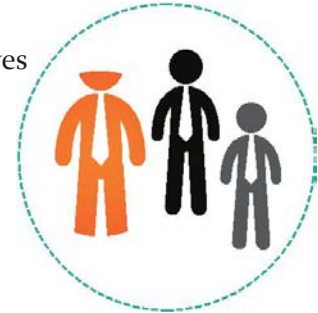
Evaluate Form Builder

- Dynamic and easy to use evaluation form builder
- Covers all types of scoring mechanism including fetal errors that could zero out the whole score.
- Capability to build headers and sub-headers to organize your form.
- Easy management of multiple evaluation forms.
- Automatic assignment of Evaluations forms based on calls details.
- Provide evaluator hints per evaluation item.
- Evaluator can write an overall comment and a comment per item.
- Capability to enable Agents self-evaluation per form.
- Capability of building multiple evaluation forms for different call types

Evaluate & Enhance your Team's Performance

Constant evaluation of agents will enhance, achieve and improve quality of service for callers. It will also enable managers to smartly identify agent training needs and track the agent's performance improvement over time.

- Identify agents and teams that contribute to breaches in quality objectives
- Drill down to interactions that contribute to missed quality targets
- Provide an integrated quality process workflow

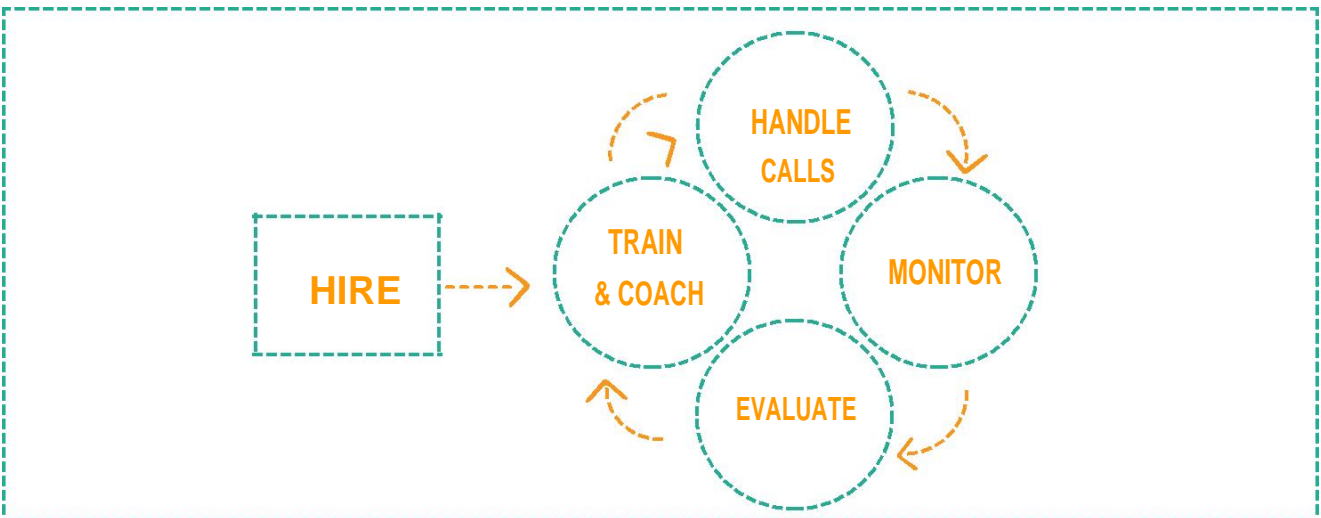


SpeechLog Quality Management Also:

- Measure Quality of Service offered to customers.
- Boosts agents' competencies continuously updating training material based on quality measurements.
- Integrates with Globitel's Performance Management Platform for comprehensive performance and incentive management.
- Provides data consolidation and centralized management for distributed call center environment.

Empowering the Quality Management Lifecycle

SpeechLog acts as a crucial asset for call centers in developing agents after reviewing, analyzing and sorting their outcome. The process -Quality Management Lifecycle- can be perfected through SpeechLog's ability to be molded based on the call center type.



SpeechLog's Quality Management Lifecycle Operative:

- Log new agents with the easy-to-use interface
- Train them on previously recorded calls archived in SpeechLog
- Record their workflow with the high quality SpeechLog Call Recorder
- Extract their outcome and reports using the dynamic search and reporting engines
- Review, analyze and expound the extracted data for evaluation
- Use data to coach them, and train future agents

Powerful Reporting Engine

The screenshot displays the SpeechLog reporting engine interface. At the top, there is a navigation bar with the SpeechLog logo, the lobitel logo, and a user profile section showing 'Welcome Default User'. Below the navigation bar are menu items: RECORDED CALLS, QUALITY MANAGEMENT, USERS MANAGEMENT, REPORTS, and SYSTEM SETTINGS. The main content area is titled 'Generate Report' and contains a table with the following columns: EVALUATION DATE, EVALUATION WEEK, EVALUATION SCORE, FORM NAME, EVALUATOR, AGENT, and ORGANIZATION. The table lists 12 rows of evaluation data. At the bottom of the table, there is a summary row showing 'Avg: 102 / 174.8'. Below the table is a pagination control showing 'Items per page: 25' and '(2 Pages) - (Showing from 1 to 25) - (All Items 45)'. The footer of the interface shows '© 2014 lobitel All Rights Reserved'.

EVALUATION DATE	EVALUATION WEEK	EVALUATION SCORE	FORM NAME	EVALUATOR	AGENT	ORGANIZATION
09/10/2014 03:45:15 PM	37	115/115	Non Call Evaluation Form	abedTest	FullName_1	
09/10/2014 03:49:06 PM	37	90/115	Non Call Evaluation Form	administrator	FullName_10	
09/10/2014 04:57:52 PM	37	77/115	Non Call Evaluation Form	rana admin	FullName_1	
09/10/2014 05:12:44 PM	37	55/115	Non Call Evaluation Form	rana super	FullName_12	
09/10/2014 05:21:56 PM	37	15/55	Non Call Evaluation Form	rana super	FullName_13	
09/11/2014 09:58:31 AM	37	156/166	FormNumberThreeThree	rana admin	FullName_100	
09/11/2014 10:04:45 AM	37	130/130	Colors	nour admin	FullName_10	
09/11/2014 11:46:08 AM	37	100/115	Evaluation Form - September	rana super	FullName_10	
09/11/2014 12:28:35 PM	37	92/124	Evaluation Form - September	Nour Nour	FullName_10	
		Avg: 102 / 174.8				

SpeechLog is empowered with a very powerful reporting engine to provide users with all needed details and information for all levels.

The Report Generator menu includes the following five items:

- General Report
- Statistical Report
- User Reports
- Evaluator Reports
- Security Reports

Statistical Reports:

Where reports generated for trunks, extensions or agents for any specific period of time, grouped by extension, by trunk, or by the agent's name, in tabular and graphical format:

Evaluator Reports:

The Evaluator Reports menu item allows the user to generate summary or detailed reports on the supervisor(s) evaluation of agents, based on several filtering criteria.

It includes the following submenu:

- Evaluators Result Summary
- Evaluators Result Detail
- Quality Report

Dynamic Report Builder:

- Dynamically build any type of report your enterprise is interested in without the need of customizations.
- SpeechLog provides users with the tools to build reports using a wide range of filters.
- The user can flexibly choose different grouping and sorting criteria for reports.
- Capability to save generated reports as templates for other users to benefit from.
- Export capabilities into Excel spreadsheet and PDF format.