

8x8 Quality Management



Maximize Agent Efficiency

- Enables collaboration to improve agent performance
- Collaboration results in more fully engaged agents yielding lower attrition rates

Extract Key Insights

- Powerful, flexible reporting to address unique business requirements
- Trend analysis to highlight strengths and skill gaps
- High performance search for faster analytics

Easy to Set Up and Use

- Tightly integrated into Virtual Contact Center for fast and easy setup
- Built-in training and help
- Powerful, visual review environment makes agent scoring fast and efficient

Collaborative Performance Management

Tightly integrated cloud-based quality management solution that enables collaboration to drive exceptional results

Agents can account for up to 75% of your total contact center cost. So how can you most effectively engage agents to measure and improve performance while ensuring high quality customer interactions? 8x8 Quality Management is the answer.

8x8 Quality Management offers innovative collaboration tools not found in other solutions. This modern approach to performance management drives quicker and more productive knowledge sharing resulting in more engaged agents, lower attrition and better outcomes.

Agent ↑	Average Call Duration	Call Opening & Account Verificat...	Identifying Issue & Troubleshoot...	Resolution	Case Management & Call Closing	Professionalism (Establish Rappo...	Call Categ	Overall
Evaluator Louise Hiatt								
Mindy Farley	00:13:18	95.83%	92.73%	68.57%	87.16%	85.71%	0%	85.63%
Mark Taitt	00:13:10	96.15%	94.23%	69.23%	76.14%	93.33%	0%	83.75%
Marleen Correira	00:14:09	97.73%	100%	71.43%	92%	100%	0%	91.08%
Earl Frederickson	00:13:40	96.77%	100%	60%	60.66%	86.21%	0%	80.18%
Leonila Alvis	00:07:11	100%	100%	66.67%	80%	100%	0%	87.1%
Jeremy Hazan	00:10:31	100%	100%	33.33%	80%	100%	0%	83.87%
Debi Koogler	00:09:59	100%	100%	100%	80%	100%	0%	90%
Jarred Chattin	00:12:48	97.44%	100%	69.57%	86.25%	93.94%	0%	88.64%
Michelle Marney	00:10:23	100%	100%	100%	88.89%	100%	0%	93.1%
Travis Zufelt	00:12:39	98.59%	100%	52.17%	76.62%	96.3%	0%	84.34%
Jeramy Romberg	00:11:45	100%	97.62%	55%	74.03%	86.67%	0%	83.13%
Grand Total	-	94.28%	94.83%	71.2%	80.75%	84.74%	0%	84.15%

Louise Hiatt	
Overall	06/16/2017 02:10... 85.85%
06/16/2017 02:41...	96%

Trending	
Average Scores	
30D	60D
90D	

Features

Tight integration with 8x8 Virtual Contact Center

- One integrated contact center platform with the breadth of functionality required to deliver excellent customer experiences and maximize agent efficiency
- Automatically share agent information across contact center and quality management
- Single sign-on grants access to both products
- Fast, simple setup instantly incorporates agent information from Virtual Contact Center
- Built-in training for onboarding supervisors and agents to drive use of the tool throughout the call center
- Comprehensive roles and permissions to granularly control access to sensitive data

Agents anywhere

- 100% cloud-based means you can manage agents no matter where they are located: in the contact center, a remote office, at home or elsewhere

Simple search function easily finds critical transactions

- Search through thousands of calls in seconds
- Filter transactions on a variety of criteria, including:
 - Agent's name, queue, length of call, customer name, transferred calls, transaction codes, custom fields, and more
- No complex linguistic search or artificial intelligence required: easily find noteworthy interactions using a simple search tool

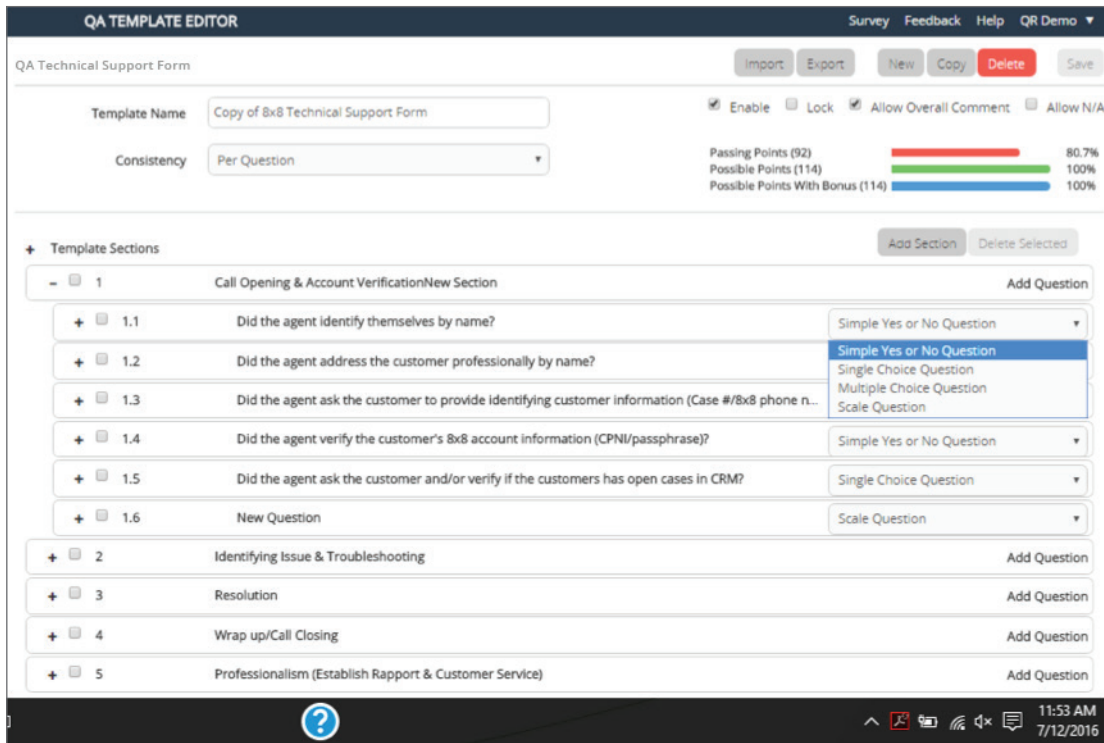
The screenshot displays the 8x8 Quality Management interface for a call titled "New Evaluation" for Louise Hiatt. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons for home, calls, and settings. The call title "New Evaluation" and agent name "Louise Hiatt" are visible.
- Main Content Area:** Shows a transcript of the call with questions like "1.2 Did the agent ask for the callers name?" and "1.3 Did the agent get the callers account #?". Below the transcript is a waveform showing the audio of the call. A red box highlights a specific point in the waveform with the text "Louise Hiatt Really communicated well to the customer here".
- Right Panel:** Displays call details, including the customer name "Louise Hiatt", the date "06/22/2017", and a "Read More" link.

Easily search for noteworthy interactions

Powerful tool for building agent review forms

- Easily build evaluation templates that support a variety of question types (yes/no, multiple choice, single answer, 1-10 scale)



Quickly create and customize scorecards to provide agents with ongoing feedback.

Quantify and measure agent performance

- Define performance expectations and measure agents
- Set performance baselines and measure changes over time
- With multiple reviewers scoring the same interaction, differences between the scores can be used to normalize the review scoring between different reviewers
- Attach and share up to 10MB of files per evaluation
- Auto save feature when completing evaluations; never lose your work

Call recording and screen storage

- Storage plans by week, month, quarter or year
 - Supports manual screen recording while not on a call
 - Supports Windows and Mac desktop environments for screen recording
 - Speed up or slow down synchronized playback of voice and screen
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Get the best from your agents with 8x8 Quality Management

Fast to setup, easy to use system takes the cost and headaches out of coaching agents for optimal performance.

- Voice and screen recordings of all calls
- Powerful search tools to quickly find relevant interactions to evaluate
- Flexible scorecards to structure and rationalize feedback
- Efficient review environment:
 - Timeline allows you to easily navigate within a call
 - Separated agent and customer waveforms for efficient reviews
 - Adjustable, high quality screen recordings
- Notes and reviews available on screen within the review environment
- Administrator reports and scorecard-building tool

For more information, call **1.866.913.7684** or visit **www.8x8.com**

