

8x8 Quality Management



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 centre 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.

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 Centre for fast and easy setup
- Built-in training and help
- Powerful, visual review environment makes agent scoring fast and efficient



Features

Tight integration with 8x8 Virtual Contact Centre

- One integrated contact centre platform with the breadth of functionality required to deliver excellent customer experiences and maximize agent efficiency
- Automatically share agent information across contact centre and quality management
- Single sign-on grants access to both products
- Fast, simple setup instantly incorporates agent information from Virtual Contact Centre
- Built-in training for onboarding supervisors and agents to drive use of the tool throughout the call centre
- 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 centre, 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 includes a sidebar with navigation icons, a main content area with a transcript and audio waveform, and a search results panel. The transcript shows a series of questions and answers between the agent and customer. A search result is highlighted, showing a snippet of the transcript: "Louise Hiatt Really communicated well to the customer here". The audio waveform below the transcript shows the corresponding audio for this segment. The search results panel on the right shows 72 results for the search query.

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)

The screenshot shows the 'QA TEMPLATE EDITOR' interface. At the top, there are navigation links for 'Survey', 'Feedback', 'Help', and 'QR Demo'. Below this, there are buttons for 'Import', 'Export', 'New', 'Copy', 'Delete', and 'Save'. The main area displays the 'QA Technical Support Form' with a 'Template Name' field containing 'Copy of 8x8 Technical Support Form' and a 'Consistency' dropdown set to 'Per Question'. There are checkboxes for 'Enable', 'Lock', 'Allow Overall Comment', and 'Allow N/A'. A progress bar shows 'Passing Points (92)' at 80.7%, 'Possible Points (114)' at 100%, and 'Possible Points With Bonus (114)' at 100%. Below this is a 'Template Sections' list with five sections: 1. Call Opening & Account Verification, 2. Identifying Issue & Troubleshooting, 3. Resolution, 4. Wrap up/Call Closing, and 5. Professionalism. Each section has an 'Add Question' button. The first section is expanded to show six questions (1.1 to 1.6) with dropdown menus for question types: 'Simple Yes or No Question', 'Single Choice Question', 'Multiple Choice Question', and 'Scale Question'. The interface also includes a help icon and system tray information at the bottom right showing the time as 11:53 AM on 7/12/2016.

Quickly create and customise 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 normalise 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

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 **0333 043 8888** or visit www.8x8.com/uk

