8x8, Inc.

KnoahSoft Quality Management Solutions for 8x8 Virtual Contact Center

Help your agents perform their best.

KnoahSoft

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Your agents are your front line to your customers. When agents don't perform, you hurt your customer relationships. Consider this fact: according to Harris Interactive, 89 % of consumers polled began doing business with a competitor following a poor customer experience.[1]

It is easy to say that your agents need to perform better; it's hard to help them succeed. In order to help, you must:

- Identify agents who are struggling

- Identify the issues those agents are having

- Provide training and coaching to help them improve

KnoahSoft's Harmony™ solution for Quality Management gives you a comprehensive set of tools to manage the entire process of agent performance improvement. Supervisors can listen to recordings of agent interactions, watch what is happening on the agent's screen and provide coaching to agents to make them proficient in the specific skills that they need to perform.

Get the best performance from ALL of your agents.

1   2011 Customer Experience Impact Report conducted by Harris Interactive

# The Must-have Components of Quality Management Solutions

The KnoahSoft Harmony software suite is designed to support the continuous workflow activities that improve agent performance, the customer experience, and operational intelligence: Collect, Assess Analyze, and Act. KnoahSoft brings these components together in a unified platform to increase customer satisfaction, quality and agent performance.

ACT

Take action to improve identified deficiencies with targeted coaching and training.

ANALYZE

Leverage advanced analytics using balanced scorecards, canned and ad-hoc reports, real-time custom dashboards, alerts and messaging.
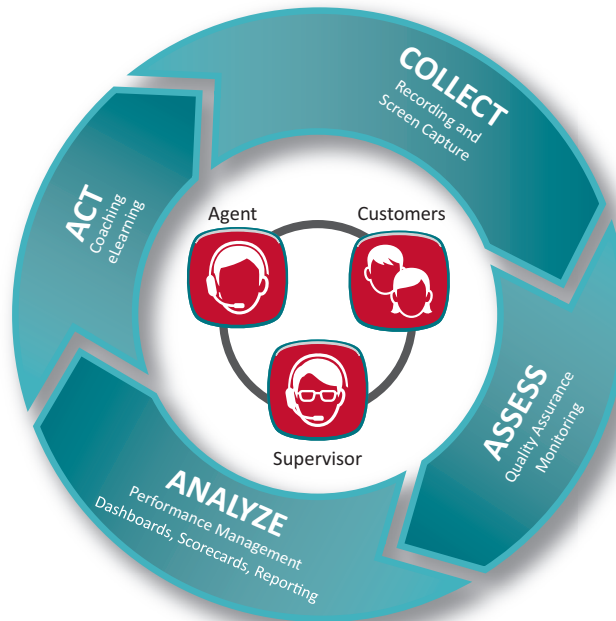
COLLECT

Collect relevant customer information with recording and screen capture.

ASSESS

Refine collected data using ACD metrics and quality evaluations, and then combine that data for deeper assessment.

Harmony's application modules set the benchmark for how quality management can be effectively used by every role in the contact center. The suite's robust set of core modules includes recording, screen capture, monitoring, quality and performance management, reporting, web dashboards, messaging, coaching and eLearning.

KnoahSoft Harmony provides all of the functionality of other quality management solutions and offers the most attractive total cost-of-ownership (TCO) profile in the marketplace. KnoahSoft helps organizations across the globe leverage low hardware and storage costs, flexible, seat-based pricing, and customizable operating expenditure models to have Harmony installed and running in a matter of hours. With little agent training required and fewer IT resources needed to manage and support the solution, users save valuable time and money every day with Harmony.

KnoahSoft offers quality management solutions that provide organizations enterprise-level interaction recording, quality, performance and tools with the lowest total cost of ownership.

The Harmony suite is a secure web-based, cloud-ready platform that is tightly integrated with 8x8 Virtual Contact Center from end to end to provide the ultimate in flexibility, scalability and ease of use. Built from the ground up, Harmony:

- Supports the review of calls, emails and chat sessions in a secure, service-oriented, enterprise portal and via mobile devices

- Provides decision-making capabilities for contact center supervisors and managers by providing alerts, key metrics and monitoring capabilities

- Helps companies of all sizes across industries manage and mitigate risk with PCI compliant features—including encryption, watermarking, masking, multi-layer password protection, audit trails and failover support in a cloud deployment

- Reduces operating expenses and liability risks using analytically-oriented advanced desktop analytics, reporting and real-time dashboards

- Offers the most advanced features to help you make the right decisions at the right time using real-time and offline data

- Scales seamlessly from tens to thousands of seats

- Provides all stakeholders—executives, managers, supervisors, QA specialists, coaches and agents—access to valuable analytics that drive business decisions

- Reduces duplicated manual effort in agent/supervisor/skill setup

Harmony has been deployed in hundreds of mission-critical environments across the globe. With the invaluable insight into multi-channel interactions gleaned from Harmony, users can increase productivity, reduce attrition, enhance customer satisfaction, improve workflow, and ensure compliance.

Make the Right Call with KnoahSoft's Quality Management Suite

Modules	Harmony QM
Dashboards and Messaging	Included
Reports	Included
Recording	Included
Monitor	Included
Screen Captures	Included
Evaluate and Analyze	Included
Coach and Learn	Option

8x8 Virtual Contact Center makes every interaction more efficient with reduced call durations, increased first call resolutions and multichannel customer interactions. So why not ensure that the people who represent your company to the outside world—your contact center agents—are equally equipped to do their best? Improve agent performance, enhance the customer experience and improve operational excellence today. Add the KnoahSoft Quality Management Suite to your 8x8 Virtual Contact Center solution.

To learn more, call 1-866-879-8647 or visit www.8x8.com/KnoahSoft

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