IPI's
Quality Management
powered by Verint

Today, many Contact Centres are doing more than traditional quality monitoring — they're using "voice of the customer" intelligence captured across multiple channels to help them engage customers more effectively and drive better decisions on products, services, and processes.

Our quality management tools and processes can help your Contact Centre make the transition to omnichannel customer engagement. With this proven solution, you can efficiently select and evaluate large numbers of interactions across communication channels based on business relevance, employee and/or bot performance, and customer input. It's a practical way to gain insight that would be difficult to achieve by randomly sampling small numbers of interactions and evaluating them against inwardly focused metrics and processes.

With quality management, you can evaluate all the attributes of a customer interaction, including voice conversations and associated screen data, text-based interactions (such as chat and email), and video, right from a single screen. The solution's omnichannel interaction player provides personalised access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

You can easily review interactions and activities conducted on or off the phone, without the need to toggle among multiple screens to complete evaluations. The solution's intuitive, customisable interface allows you to arrange your workspace to meet your individual needs and preferences.

Now you can

- Evolve your Contact Centre from traditional quality monitoring and random call sampling toward omnichannel, focused quality programs that incorporate the voice of the customer.

- Automate quality assurance and enhance the compliance of human agents and bots while revealing the types of interactions that may be the most important.

- Evaluate all the attributes of a customer interaction, including voice and text interactions, screen data, and video, right from a single interface.

- Tie analytics, coaching, scorecards, and training together to help employees develop and extend their skills.

IPI
**Exceptional
Customer
Contact**

www.ipintegration.com

Review interactions efficiently

Our quality management automatically delivers the desired type and number of interactions to be evaluated for each employee or bot based on business rules. Evaluators can review interactions from multiple channels in a consistent, channel-agnostic manner.

If you have multiple evaluators, the solution's shared inbox can provide the necessary workflow among them. It can also help you evaluate an optimum number of interactions across teams and manage quotas effectively. Full text search across voice and text interactions can help you locate topics of interest quickly.

Going further, you can leverage the functionality of IPI's automated quality management to evaluate up to 100 percent of voice or text interactions automatically.* This powerful solution can help you identify situations that pose compliance risks or may potentially impact customer relationships, including escalations, hold behaviours, empathy, and confusion. Search and filtering capabilities can leverage crucial CTI and data field tags — such as high-profile accounts, high-value transactions, and claim numbers — to further help you find interactions of interest. Full text searching allows you to search for interactions using keywords and key phrases, then pinpoint the critical parts of interactions to review them quickly and take action.

You can even jumpstart your automated quality program by downloading dozens of out-of-the-box automated questions from the Verint Marketplace. Topics include compliance, adherence to interaction protocols, and customer service.

Drive better evaluations and performance

With our quality management tools and processes, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in our performance management dashboards, which in turn can drive performance-based coaching and eLearning to address skill and knowledge gaps detected during evaluation. Staff can access recordings, flag interactions and evaluations, perform self-evaluations, and review coaching sessions assigned to them.

Part of the IPI customer engagement cloud platform

Our quality management tools and processes are part of a market-leading portfolio of cloud workforce engagement solutions that enable our clients to efficiently connect work, data, and employees to build meaningful customer experiences.

Benefit from world-class consultants

Our Consulting team is expert at problem solving and opportunity spotting. They will understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your Contact Centre.
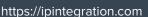
* Additional license and/or service fees may apply.

TAKE THE NEXT STEP

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