



Product Datasheet

inConcert Allegro Contact Center

Quality Monitoring



Improve your contact center processes and optimize your agents' performance.

inConcert Allegro Quality lets you efficiently audit your contact center calls, analyzing agents' performance and evaluating the quality of every contact.

Overview

Quality, performance and improvement.

inConcert Allegro Quality lets you plan, weight, evaluate and analyze your agents' performances and achievement of your business objectives. Focused on quality, performance and continuous improvement, the application lets your agents' evaluation processes, analyze their behavior, plan work loads for evaluation, identify errors in the delivery of customer service, and build reports on the results of quality audits.

More efficient agents.

Using a simple interface, quality control analysts evaluate your agents' abilities including communication skills, sales techniques, product knowledge, negotiating skills and empathy with the customer, among others. The system gives you the freedom to define the skills that should be included and create evaluation screens that group skills, which can then be re-utilized on different quality campaigns. Each skill can also be assigned a specific weight depending upon its importance to your evaluation process.

Management and planning .

With inConcert Allegro Quality, quality control personnel program audits and plan the sampling of recordings across a diversity of criteria, including call duration, hour of the day, and disposition codes, among other criteria.

Reports.

Access complete reports that identify and compare your agents' strengths and weaknesses, the degree to which they meet your business requirements, and gaps in the abilities your operation needs and the agents' real skill levels. These reports can be exported in Excel or PDF formats.

Key Features

Note: The implementation of some features may require professional services

- Native integration with inConcert Allegro Contact Center and inConcert Allegro Recording.

- Search calls using a diversity of criteria and filters.

- Download audio files in mp3 format.

- Synchronize call audio and video.

- Perform individual audits of single recordings.

- Insert markings, comments, and notes during audio reproduction.

- Configure user profiles and define access permissions.

- Group skills.

- Define skills to be audited.

- Program audit scheduling.

- Configure audit screens.

- Specify and weight skills to be audited.

- Perform historical searches of quality audits.

- Issue audit reports and export them in .pdf and .xls formats.



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com