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# ZOOM QUALITY MANAGEMENT SUITE 5.6

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Quality & Performance Management Suite for  
Contact Centers and Unified Communications Environments

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**CallREC**  
Multichannel  
Interaction  
Recording



**ScreenREC**  
Agent Screen  
Capture



**LiveMON**  
Live Screen  
Monitoring



**WorkFORCE**  
Workforce  
Management



**ScoreCARD**  
Quality and  
Performance  
Management



**SpeechREC**  
Speech  
Analytics



**FeedBACK**  
Voice  
of the Customer



**eLEARN**  
Training  
of Agents

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# WHAT'S NEW IN ZOOM QM SUITE

ZOOM Quality Management Suite has seen great improvement with each previous release. Now, with only four months having passed since version 5.5 was made public, ZOOM is releasing Quality Management Suite version 5.6. This release is focused on improvements in reporting and attached data and brings with it the inclusion of Avaya Enhanced Passive Recording. Each version is packed in a variety of fixes, features and improvements to the user interface. Version 5.6 includes not only Avaya Enhanced Passive Recording but also a new method for determining who hung up first, enhanced integration with Cisco UCCX, new Data Export functionality and a new means for tagging interactions.

## QM Suite 5.3:

### ➤ ADVANCED PROTOCOL SECURITY

Support recording encrypted voice communication on the Cisco platform.

### ➤ CISCO MEDIASENSE INTEGRATION

Enable Cisco MediaSense users to benefit from the full range of QM Suite features.

### ➤ SPEECH ANALYTICS REPORTS

Gain insight into critical business trends by using our innovative and intuitive speech analytics reports.

### ➤ PRERECORDING IP PHONE SERVICE REDESIGN

Network address translated environments are now fully supported.

## QM Suite 5.4:

### ➤ ACTIVE MONITORING

Actively monitor all your QM Suite servers and receive prompt alerts regarding any hardware and software issues.

### ➤ MEDIASENSE HISTORICAL DATA IMPORT AND RECOVERY

Import all your historical data from your MediaSense servers and recover previously imported calls.

### ➤ MEDIASENSE 10 COMPATIBILITY

Compatibility tests were performed on both CUCM- and CUBE-based recordings.

### ➤ JTAPI 10.5 COMPATIBILITY

QM Suite is now compatible with JTAPI 10.5 drivers.

## QM Suite 5.5:

### ➤ CUBE ACTIVE SIP RECORDING

Streamlined integration with Cisco CUBE enables QM Suite to record CUBE forked calls including non-JTAPI devices

### ➤ INTERFACE OPTIMIZATION

Following your feedback, over 100 'tweaks' making powerful tools even easier to use. Select, manage, view and export more data more easily.

### ➤ DATA EXPORT

Data Export is a new tool which enables the export of evaluation data in CSV format. This feature supports workflow integration with existing Business Intelligence Systems.

### ➤ NEW UPGRADE SCRIPT

An enhanced upgrade script simplifies and accelerates the upgrade procedure reducing downtime and risk with more robust deployment and configuration verification.

## QM Suite 5.6:

### ➤ AVAYA ENHANCED PASSIVE RECORDING

A new recording method, Avaya Enhanced Passive Recording, provides greater choice in recording options while allowing implementation of Speech Analytics.

### ➤ UCCX IMPORTER

Extended integration with UCCX automates the synchronization of users and groups into QM Suite.

### ➤ WHO HUNG UP FIRST

New attached data related to which party hung up first provides an improved understanding of the call from the perspective of the client.

### ➤ REPORT OF UNRECORDED CALLS BASED ON CDR

Reports based on the processing of CUCM CDR provides far more reliable reporting than was previously possible as it cross checks reports across different platforms.

### ➤ QUALITY MANAGEMENT ENHANCEMENTS

Building on your feedback, Quality Management enhancements improve functionality and ease of use. Tag your interactions, search interactions more easily and precisely and export data with only a few clicks of the mouse.



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## **ZOOM VISION**

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ZOOM focuses solutions around our “Empower the agent” philosophy. We believe that giving the agent access to their performance, feedback, scoring, and evaluations, is the easiest way to make them engaged, motivated, and focused on providing the best customer service.

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## **ZOOM MISSION**

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To design simple, effective, and easy to use quality management solutions, that allow continuous improvement of business performance.



# ZOOM QM SUITE KEY SOLUTION ADVANTAGES

ZOOM Quality Management Suite provides a complete set of integrated solutions to effectively manage your contact center or unified communications environment.

## > FLEXIBLE:

Designed for both small and large contact centers – fully supportive of complex, distributed, and hosted environments.

Supports Cisco UC Manager, Cisco Unified Call Center Express & Enterprise, and Cisco Unified Communications 500 Series.

Genesys Premium and OEM Partner – supports Genesys SIP Server & Genesys Customer Interaction Management Platform. Fully supports BroadSoft BroadWorks.

Full-featured recording integration with Avaya Aura Communication Manager. Contact center integration supported for

customers deploying Genesys contact center solutions on top of Avaya PBX.

Integration with top workforce management vendors, joint WFO solution with Teleopti positioned in Gartner Magic Quadrant.

## > SECURE:

Fully PCI-DSS compliant feature set for your compliance recording, including pause and resume, encryption with powerful key management, and flexible password management policies. Helps you meet HIPAA, Sarbanes–Oxley, and Securities and Exchange Commission requirements. Secure user authentication – authorization with a full audit log of every user action.

## > MATURE:

Solution architecture features full redundancy for performance and high availability supportive Enterprise scale deployments.

Robust Media Lifecycle Management supports advanced requirements for archiving, restoring, backup and deletion policies integrated with IBM Tivoli Storage Manager (TSM).

## > CONVENIENT:

Easy to install and use. Localized in 21 languages including Russian and Arabic. Intuitive user interface for unmatched convenience and ease of use.

## 01 CAPTURE

**Record multichannel contact center interactions.**

### CallREC

Capture all agent interactions for quality, compliance, and liability recording needs.

### ScreenREC

Capture agent calls and screens together for better insight into agent performance. Allows improved evaluation and training opportunities.

### FeedBACK

Capture the voice of the customer immediately after the call.

## 02 ANALYZE

**Analyze and evaluate your performance using captured interactions.**

### ScoreCARD

Schedule and perform agent evaluations. Packed with easy-to-use tools that allow a 360-degree view of agent performance.

### SpeechREC

Monitor 100% of calls with phonetic engine-based Speech Analytics. Provides your organization with actionable intelligence.

### LiveMON

Watch and annotate live calls to identify agent strengths and weaknesses and get a sense of customer behavior.

## 03 ACT

**Make informed decisions based on your findings.**

### ScoreCARD

Plan and stay in control of your Quality Management Program to improve agent skills and customer satisfaction.

### eLEARN

Distribute knowledge packages to your teams of agents and managers.

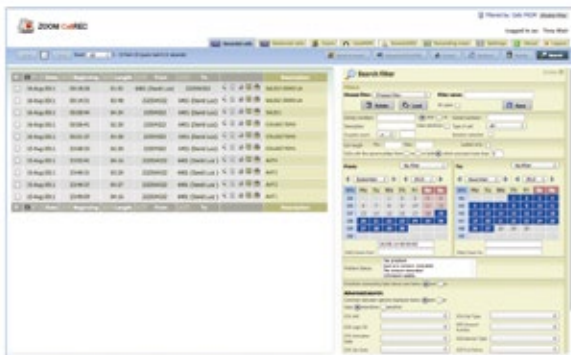
### WorkFORCE

Organize contact center staff based on a combination of agents' quality data and contact center occupancy – a joint WFO solution developed with Teleopti.

# ZOOM CALLREC MULTICHANNEL INTERACTION RECORDING



PCI-DSS compliant multichannel interaction recording solution for contact centers and unified communications environments. Scales from on-demand usage in small business up to large, distributed contact center architectures. Fully supports hosted and multi-tenant environments.



#### ► SECURE YOUR DATA

Meet and enforce your PCI-DSS compliance policies with automatic pause and resume functionality, encryption, password management, auditing, granular access, and permissions. Helps you meet compliance requirements for HIPAA, SEC 17a-3 and 4, and SOX.

#### ► POWERFUL SEARCH AND REPLAY FEATURES

Search using call parameters or attached data, such as a customer ID or order number provided by an integrated CRM.

Use ZOOM Advanced Player to play the entire customer interaction as one recording, including IVR, transfers, holds, and conferences.

#### ► RECORD AND STORE INTERACTIONS

Define triggers and recording rules based on a combination of time, recording percentage, or attached data. Use wildcards to select the exact extensions to be recorded or excluded. Combine call and screen recording using percentage based rules.

Benefit from on-demand recording and start recording in the middle of a call or even after its end. The entire call is saved. Flag or e-mail recorded calls for further analysis.

Media Lifecycle Management tools synchronize calls into a central replay server and manage your retention policies based on flexible parameter and attached data.

"RusFinance selected ZOOM CallREC together with ScoreCARD to expand operations with powerful recording and quality management to motivate our agents and optimize our staff resources."

Anna Ivanova,  
Deputy Head of Analytics and Methodology Dept,  
RusFinance.



ZOOM CallREC® is tested and compatible with the Cisco CUCM 9.1.



Selected by Genesys as an OEM partner, the ZOOM QM Suite is now offered worldwide as Genesys Quality Management.



Recording integration with the Avaya Aura Communication Manager. Contact center integration supported for Genesys contact center solutions on top of the Avaya PBX.

ZOOM is a VMware Technology Alliance Partner. ZOOM QM Suite fully supports virtual deployment on VMware ESX/ESXi 4.1 and newer. It can run together with other Cisco UC applications on the same physical Cisco UCS Server in the "UC on UCS" deployment type on the same VMware host.

learn more:

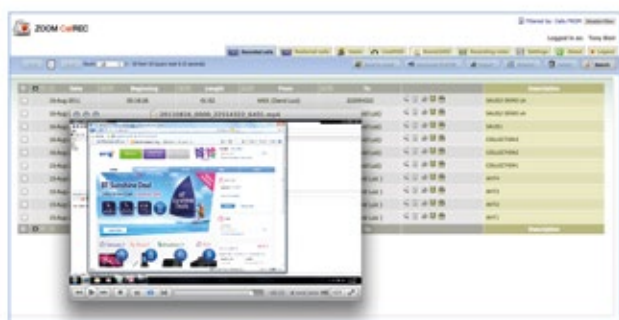


# ZOOM SCREENREC AGENT SCREEN CAPTURE



Provides contact centers with the means to evaluate the performance of individuals or groups of contact center agents throughout the organization. Gives quality monitors a full view of customer interactions when paired with CallREC and ScoreCARD.

## REPLAYING CALLS IN CALLREC



### ► RECORD DESKTOPS

Flexible and percentage-based recording rules allow you to record 100% of calls, but a different and configurable percentage of agent screens.

Capture screens from the beginning of a call till the end of a wrap-up action – not only until the end of the voice conversation.

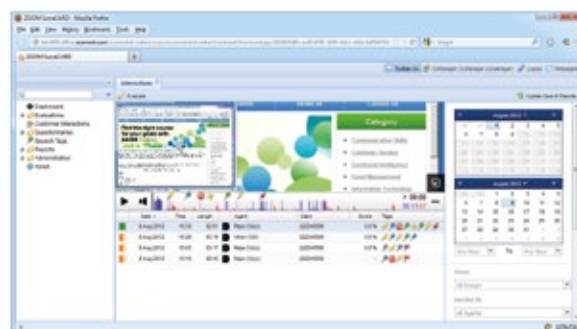
Pause and resume screen recordings and encrypt the recording to meet compliance PCI-DSS requirements.

### ► OPTIMIZE RESOURCES

Patent pending technology records agents' desktops using very limited CPU resources.

Transcode recorded media in batch or on-demand to schedule high impact processes overnight or during off hours.

## REPLAYING CALLS IN SCORECARD



Select the required video quality that meets your bandwidth and storage requirements. ScreenREC technology uses an intermediate transmission format to minimize bandwidth consumption.

Manage screen recordings separately with Multimedia Lifecycle Management to meet requirements for archiving recordings for longer periods of time.

### ► SUPPORTED PLATFORMS

Integrate seamlessly with Cisco Unified Contact Center Express & Enterprise or the Genesys Customer Interaction Management Platform.

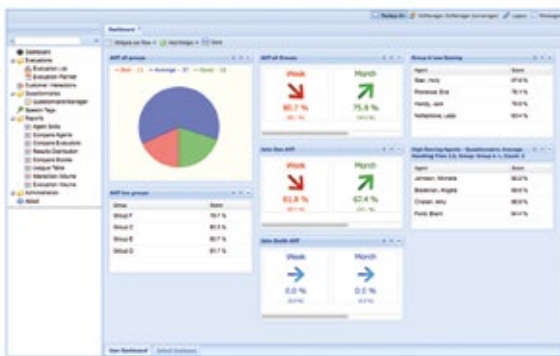
learn more:



# ZOOM SCORECARD QUALITY AND PERFORMANCE MANAGEMENT



Comprehensive quality management solution designed to assess agent performance and improve the efficiency of coaching. Enhanced with Universal Player and Speech Analytics that allow the assessment process to be simplified while also offering a larger picture of overall performance.



Select and score interactions based on criteria such as length of call, day of the week, time of day, and additional criteria from an integrated CRM.

## ► REPLAY INTERACTIONS, EVALUATE THE AGENTS

Replay the whole interaction, including recorded agents Desktop, with embedded Universal Player. A platform-independent media player that is powerful and intuitive.

Improve agent involvement in the quality process with agent self-evaluations. Agents can access an evaluation and provide their feedback, creating a 360-degree view of the interaction.

## ► EMPOWERED WITH SPEECH ANALYTICS

Search for interactions based on predefined speech tags to get 100% visibility of script adherence and compliance. Silence detection guides team leaders to potentially problematic parts of conversations.

User Management features allow seamless synchronization and authentication of users between CallREC and the Cisco and Genesys contact center platforms.

## ► MONITOR THE OVERALL PERFORMANCE

Monitor high-level call center performance indicators via the Call Center Dashboard view and custom reports with rich graphical interpretation of results.

Use improved advanced reporting features to identify group or agent strengths and weaknesses, and to track improvements. Export data to Excel for further analysis. Develop custom reports that match your individual needs.

## ► PLAN EVALUATIONS AND CALIBRATIONS SESSIONS

Create questionnaires with fully customizable criteria to score and measure an agent's KPI adherence.

Export and import questionnaires to share and re-use. Plan evaluations based on media type and internal or external search criteria.

"We have been working exclusively with ZOOM QM suite for the past 2+ years. We had tried at least two other vendors in the same realm and our experience with ZOOM has exceeded our expectations of the technology. As a Cisco partner specializing in Cisco contact centers, we value the ease and flexibility of integration with UCCE and UCCX portfolio. The stability of the product (and the fact that it's built on hardened Linux) also gives a peace of mind."

Peter Iskander,  
Managing Director, Experflow Egypt

learn more:



# ZOOM FEEDBACK VOICE OF THE CUSTOMER



Measure the experience your customers have with your company. Capture the voice of the customer immediately after the call. Collected data are further used in Quality Management as a crucial component that provides a customer satisfaction indicator. Improve your Net Promoter Score and agent performance in general.

## › CAPTURE VOICE OF THE CUSTOMER

The agent encourages customers by the end of the call to participate in a short survey conducted by the agent, or starts right after the call is finished. Customers can effectively reflect their perception of the quality of service provided by the agent.

## › CREATE QUESTIONNAIRES. QUICKLY

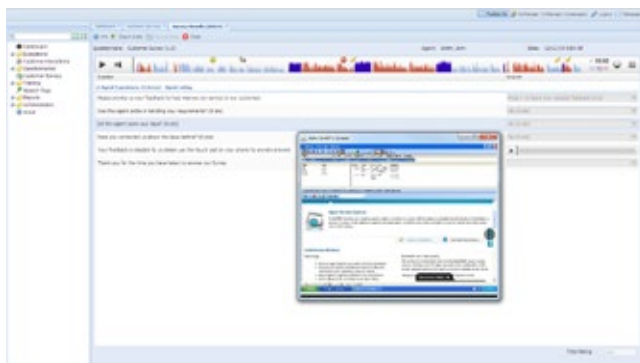
Creating new questionnaires for your IVR is as simple as possible, and follows a very similar process of creating questionnaires for ScoreCARD (QM application).

Create customer survey questionnaires to measure customer satisfaction, Net Promoter Score, understand your First Contact Resolution, or provide evidence to customers of outsourced contact centers.

## › EVALUATE AGENTS

When evaluating agents, Universal Player allows you to listen to recorded calls together with captured agents' screens, while showing identified tags from the speech analytics module.

By including the feedback from the customers' post call survey, team leaders now have a compelling source of information for deep understanding of the whole interaction, which results in a more accurate and informed evaluation of agents.



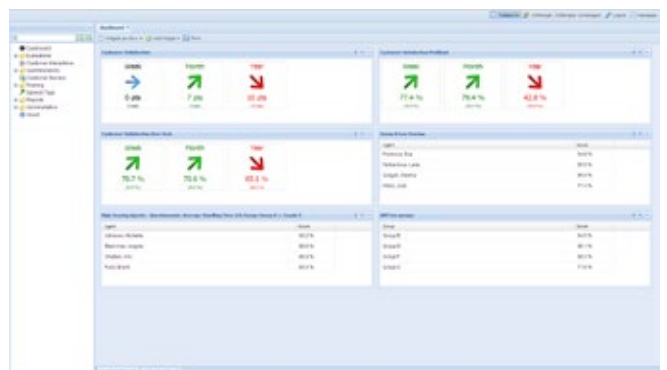
## › REPORTING AND ANALYSIS

Detailed reporting allows the setting of the target Customer Satisfaction Score and the comparison of these results across business units or drilling down to single agents to determine the root causes.



## › DASHBOARD

Customer satisfaction results are displayed by group or individual agent in an easy-to-customize dashboard that gives an immediate overview of customer satisfaction trends.



learn more:





The screenshot displays the Training Planner application interface. On the left is a sidebar menu with options like Dashboard, Evaluations, Customer Interactions, Performance, Customer Status, Training, Training Planer (selected), Speech Tags, Reports, Administration, and About. The main content area has a header bar with tabs for Overview, Training List, and Training (20128) - P. Below the header, there's a navigation bar with links for Home, Overview, and Tools to view, Open. The main body contains instructional text about reviewing a video tutorial on Call Handling, followed by a survey question: "An example of using empathy's 'I can see you're angry and I'm trying to help you'". To the right of the text are four dropdown menus labeled "Select", "Date", "Filter", and "Customer status/content", each with a downward arrow. Below the survey text is a link: "Review the customer's previous interactions". At the bottom left, a "Segment Information" panel shows a table of external data fields and their values. At the bottom right, a video player window titled "1.1.1.2- Learning%2C%20Call%20Handling%20L1" is shown, displaying a blue screen with the word "DEFINITION" and a definition of call handling.

- Dashboard
- Evaluations
- Customer Interactions
- Performance
- Customer Status
- Training
- Training Planer**
- Speech Tags
- Reports
- Administration
- About

Overview | Training List | **Training (20128)** - P

Home | Overview | Tools to view | Open

Instructions: Review the video tutorial of Call Handling here: 1.1.1.2-%2C%20Learning%2C%20Call%20Handling%20L1&id=9\_2012.mpg Later to the example of how the agent uses the Call Handling methodology answer the quiz and use the methodology in your calls.

Survey

Answer

Q1 Section 1, (4 items) – Quiz for self handling

An example of using empathy's "I can see you're angry and I'm trying to help you"

Select

Date

Filter

Customer status/content

Review the customer's previous interactions

QC stands for?

The first rule of directing the conversation is?

Segment Information

External Data	Key	Value
CALL_ID_INTL	162	162-16-16-2403261154
CALL_ID_INTL	162	162-16-16-2403261154
CCX_ASN		6712
CCX_ApplicantID		423-987285
CCX_CPS_AgentType		Supervisor
CCX_CPS_Intervenor		7611
CCX_CPS_Instantane		none
CCX_CPS_Schedule		None Due
CCX_CPS_Schedule		Due
CCX_CPS_LogID		604
CCX_OBDD		1
CCX_CARD		988383H
CCX_PatType		CALTYNS_CCX_OUT
CCX_RMS		3660
CCX_SeedNumber		3660
CCX_VN1616_ContractInterval		34
CCX_VN1616_ContractInterval		True
CCX_Venue_CustomerName		Jane Jensen
CCX_Venue_PhaseNumber		36187142

1.1.1.2- Learning%2C%20Call%20Handling%20L1

DEFINITION

> The ability to establish & maintain control of the conversation with the customer while keeping the relationship friendly, polite & professional

1:00

learn more:



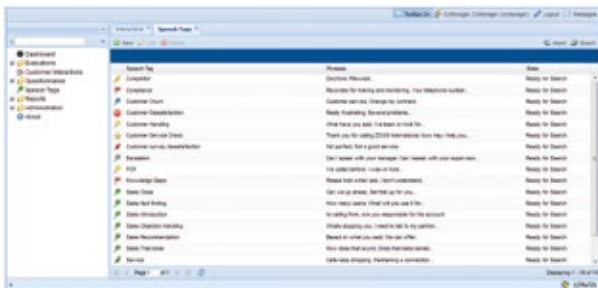
# ZOOM SPEECHREC SPEECH ANALYTICS



Monitor 100% of calls with a powerful Speech Analytics solution for both small and large organizations. Phonetic-based approach to indexing and searching for calls ensures unmatched performance and accuracy. Deeply integrated with ZOOM ScoreCARD and Universal Player.

## ► POWERFUL SPEECHTAGS

Each recorded call is indexed with Speech Tags in real-time, making the search extremely fast. Predefined sets of Speech Tags give visibility to common issues, such as average handling time, script adherence, or legal compliance. Define an unlimited number of Speech Tags that address your specific needs.



Supported languages: English (US/UK), German, Russian, Egyptian Arabic, Mexican Spanish, French (Canadian/EU), EU Spanish, Brazilian Portuguese, Czech and Polish.



## ► INTERACTIONS UNDER CONTROL

Search for calls based on standard parameters, as well as Speech Tag occurrence or absence, with an easy-to-use search panel.

The Interactions screen displays call couples for a convenient overview of interactions, including basic stats and a waveform interpretation of the call with identified speech tags.

An interaction can be directly replayed with Universal Player within a single window. It's easy to select only an agent or customer voice. Quickly skim through a conversation and focus on parts tagged with speech tags.

Replay an agent desktop recording in the same window. Create quick evaluations directly from the Interactions screen.

## Empower your team leaders with ZOOM Speech Analytics.

Great team leaders need clear information about any given situation. ZOOM SpeechREC is the solution for discovering threats and opportunities hidden within thousands of calls. This allows more efficient training and coaching of your agents. Team leaders have never had access to such a powerful tool.



learn more:



# ZOOM WORKFORCE WORKFORCE MANAGEMENT INTEGRATION



ZOOM WorkFORCE is an integration platform that allows third-party solutions to seamlessly integrate quality and workforce management. We currently provide deep integration with our strategic partner Teleopti, offering a joint solution for WFO consisting of the best of both worlds.



## ➤ CURRENT LEVEL OF INTEGRATION

Performance Management, with joint KPI reporting of QM and WFM data in Teleopti's Performance Manager.

## ➤ INTEGRATION POINTS UNDER DEVELOPMENT

Agent integration, for single entry of agents in Teleopti and automatic synchronization with ZOOM.

Integrated messaging, with ZOOM sending messages regarding evaluations to agents using Teleopti's ASM.

## ➤ ADVANTAGES OF JOINT WFO SOLUTION

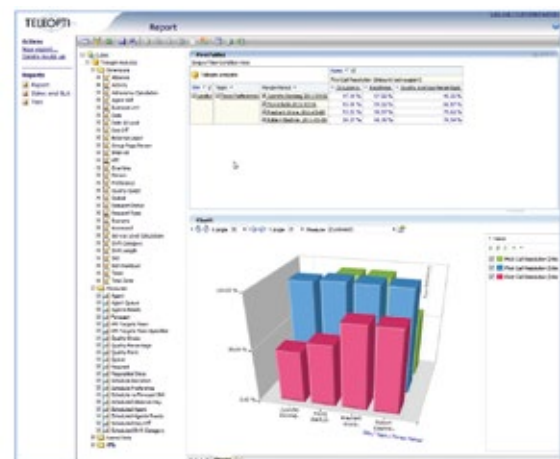
**Flexibility:** The solution is based on an open SDK and API. Allows rapid development of additional features and simple customization.

**Modularity:** Modules can be selected based on contact center needs, saving both financial and hardware resources.

**Innovation:** Includes 50 of the "Industry firsts".

## ➤ INCLUDED IN GARTNER MAGIC QUADRANTS

The joint ZOOM-Teleopti solution has been included in The Gartner Magic Quadrant for Contact Center Workforce Optimization report for 2013.



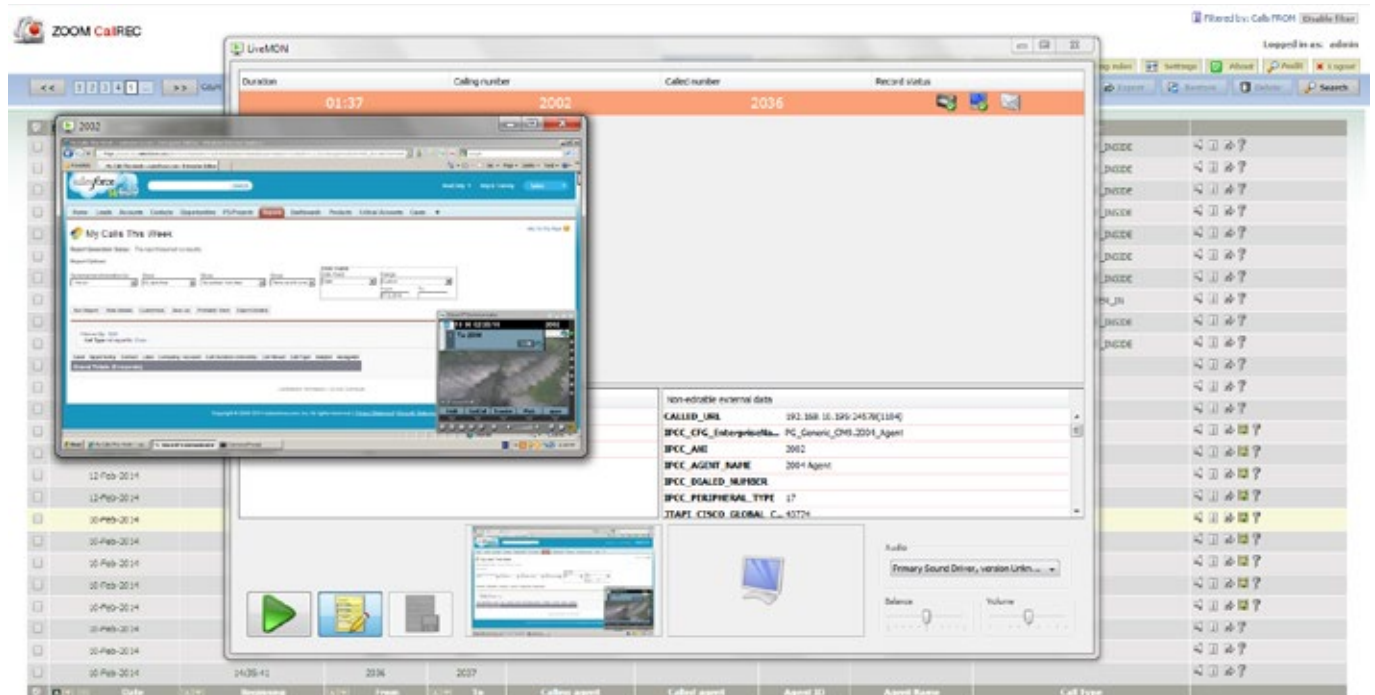
learn more:



# ZOOM LIVEMON LIVE SCREEN MONITORING



Supplies supervisors with a real-time overview of all active calls, including agent desktop screens for in-depth understanding of agent performance. LiveMON allows supervisors or contact center managers to listen to live agent interactions and to add flags, notes, and scoring for later review.



## ► MONITOR ONGOING CALLS

Click on a call to listen to it live without any noticeable delay. Calls can be reviewed using computer speakers or a headset. Live monitoring of screens reveals agents' desktop, so the manager can act based on complete information.

Configure which data is shown in the LiveMON interface. Provide only the tools required to call monitors.

Turn on call recording as required in the middle of the call. The recording is captured from the very beginning of the interaction.

Access privileges allow the supervisor to view only the calls of their own agents, while the contact center manager can have a complete overview of all the calls in the contact center at any time.

Attach comments and flags to each monitored call for later evaluation and analysis.

Save pre-recorded calls and e-mail them via the CallREC user interface.

## ► EFFICIENT ON RESOURCES

Java-based application that does not require local installation, and is launched directly from a web browser.



learn more:



# TECHNICAL SPECIFICATIONS

## ➤ ACTIVE RECORDING:

There is full integration of the active recording interface solutions of all major platforms. This provides stable and reliable recording that utilizes the native interface for call recording. Legacy passive or hybrid recording methods are available for integrating the ZOOM QM solution in to other environments as well.

## ➤ SUPPORTED PLATFORMS AND PROTOCOLS:

- Cisco UCM version 8.5 to 10.5
- Cisco UCM Express and Cisco SRST version 4.1 to 10.0 (passive recording only)
- Cisco MediaSense version 9.1 to 10.5
- Cisco CUBE version IOS 15.4
- Genesys SIP Server version 7.6 to 8.1
- Avaya Aura CM version 5.2 to 6.3
- Generic SIP switches (passive recording only) tested with Broadsoft BroadWorks, Asterisk, IP Trade, and others

## ➤ CONTACT CENTER INTEGRATION:

- Cisco Unified Contact Center Express version 8.5 to 10.5
- Cisco Unified Contact Center Enterprise version 8.5 to 10.5
- Cisco Packaged CCE 9.0, 10.0
- Genesys Customer Interaction Management version 7.6 to 8.1

## ➤ SUPPORTED AUDIO FORMATS:

- MP3 (adjustable bit rate)
- WAV uncompressed

## ➤ SUPPORTED VIDEO FORMATS FOR SCREEN CAPTURE:

- MP4 with H.264 video and MP3 audio
- MP4 with MPEG4-2 video and MP3 audio

## ➤ SUPPORTED PAYLOADS FOR RECORDED AUDIO:

- G.711 A-law /  $\mu$ -Law
- G.722 (wideband)
- G.729 (with Annexes A, B, AB)

## ➤ SUPPORTED CONVERSATION SCENARIOS:

- Supported conversation types and call flows include various scenarios including IVR interactions, call hold, transfer, conference and more.
- Different call flows and operations may differ between different telephony platforms. See product documentation for full details.

## ➤ COMPLIANCE RECORDING:

- Fully supports compliance recording to help meet PCI DSS, HIPAA, Sarbanes-Oxley, and Securities and Exchange Commission requirements
- Automatic Pause and Resume of recording

## ➤ ENCRYPTION AND KEY MANAGEMENT:

- Public-Key Cryptography Standards (PKCS12, JKS, JCEKS)
- Industry standard encryption algorithms (AES, DES)
- Encryption of recorded calls and captured screens
- Support for multiple keys and random usage

## ➤ MANAGEMENT AND MONITORING:

- Built-in Media Lifecycle Management tools to record, archive, backup, restore, and erase (audio and video can be managed separately or together)
- Supports integration with IBM Tivoli Storage Manager and EMC Centera storage solutions
- Reporting and statistical tools
- Monitoring tools – full SNMP support

## ➤ BROWSER SUPPORT:

- Internet Explorer 9+
- Google Chrome 18+
- Firefox 14+
- Safari 7+

## ➤ PLATFORMS AND OS SUPPORT:

- 32/64-bit RedHat Enterprise Linux 6.6
- 32/64-bit CentOS release 6.6
- VMware ESX/ESXi 4.1 and newer
- Solution available as a VMware appliance

## ➤ DATABASE SUPPORT:

- Embedded PostgreSQL 9.3
- Oracle 11g, 12c database connectivity

## ➤ OTHER BENEFITS:

- No additional costs for 3rd party licenses required in standard configuration!

Contact ZOOM now for live product demos and to learn more about how ZOOM will help your business starting today!



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## YOUR NOTES

➤ OUT OF THE BOX INTERCONNECTED REPORTS

## ➤ CUSTOMIZED REPORTING

ZOOM reporting technology allows the extension of reporting capabilities to match individual needs of every contact center. Improve your understanding of key performance indicators by combining quality scores with data from your contact center platform and CRM system. Our quality management consultants are ready to help you with identifying the best combination of reports for increasing the efficiency of your daily operations.



# ABOUT ZOOM INTERNATIONAL



## > OUR VISION STATEMENT:

ZOOM focuses solutions around our **“Empower the agent”** philosophy. We believe that giving the agent access to their performance, feedback, scoring, and evaluations, is the easiest way to make them engaged, motivated, and focused on providing the best customer service.

## > OUR MISSION:

To design simple, effective, and easy to use quality management solutions that allow continuous improvement of business performance.

## > WHAT'S SPECIAL ABOUT ZOOM INTERNATIONAL:

- Truly international, with 1,300+ customers in 92 countries and software localized into 21 languages, including Arabic and Cyrillic characters
- 100% commitment to channel partner distribution
- Strong alliances with Cisco, Genesys and Avaya
- Control of own core technologies for VoIP recording, quality management and own speech analytics engine based on neural networks
- Customer care a top priority: ZOOM's net promoter score for 2014 ended at 71%; very high for tech businesses
- Highly trained technicians and multilingual support provided 24/7
- Cost-effective, reliable, easy-to-use solutions

## > AWARDS:

Ranked #1 Workforce Optimization Solution in Customer Satisfaction by DMG Consulting.

Received 2015 CUSTOMER Magazine Product of the Year Award.

Recognized as an insightful emerging vendor in 2012, 2013, 2014 in the Gartner Magic Quadrant for Workforce Optimization.

Since 2009 positioned in Deloitte Technology Fast 50 Central Europe on yearly basis.

## > SALES MODEL:

We are proud to operate through dense network of certified partners, offering a 100% indirect sales model. This approach guarantees the best possible support for our customers and attractive enumeration to our partners.

## GET IN TOUCH WITH US:

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