Autonomy Qfiniti Expert

Overview
Agent training is a critical element of any successful customer contact center. But giving agents the information they need to do their jobs can be challenging, time consuming, and expensive—and information is only part of the answer.

To be truly effective, training initiatives should help agents acquire and retain value-based knowledge. At the same time, agents should be able to review existing content in training and reference materials while on a call or any other customer interaction. Gain all those capabilities and more with Autonomy Qfiniti Expert, an online coaching and training module.

Expert is a powerful eLearning module that automates agent education through targeted intelligent delivery of online training programs. Expert provides the tools needed to build skills and knowledge, enhance agent performance, and improve agent retention and productivity. In addition, Expert delivers a powerful integrated search engine that allows content to be referenced and searched—even after training is completed. Making these search tools and eLearning exercises readily available helps continually improve agent performance and service levels in the contact center.

Accessible and Economical Training
Autonomy Qfiniti Expert interacts seamlessly with the entire Autonomy Qfiniti platform and its other contact center performance modules. Administrators publish, review, and track courses within the Qfiniti user interface. At the same time, agents review courses in the same user interface with their evaluations, greatly simplifying the job of assigning agent training.

Online training courses can immediately be assigned to agents as managers evaluate recorded customer interactions to assess performance. This ensures a timely and targeted delivery of training content. Expert is the perfect solution to create synchronized training across your enterprise—from the management team at corporate headquarters to an outsourced training partner across the world.

Agent Accountability
Autonomy Qfiniti Expert’s integrated reporting within the Autonomy Qfiniti platform gives supervisors and training administrators the visibility needed to track progress and agent retention. Reports can be delivered quickly via email, with drill-down information about agent performance. Expert also helps uncover trends and training gaps at the agent, team, and site level by enabling managers to review extensive information about each agent stored in the platform.

Datasheet
Highlights:
- **Desktop Delivery** – Delivers content directly to the desktop so training courses can be taken anytime, anywhere
- **Autonomy Qfiniti Integration** – Enables review of content alongside recordings and agent evaluations
- **Streamlined Deployment** – Complex training programs deployed to numerous participants and/or multiple locations
- **Content Import** – Imports content from industry-leading training and development applications
- **Prioritized Learning** – Targets information to agents, based on priority, to guide them through self-paced eLearning
- **Online Search** – Gives agents access to training materials while on the job

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Open and Compliant Course Creation

Autonomy Qfiniti Expert streamlines the creation of eLearning modules with an open integration to any authoring tool that delivers web-driven compliant courseware. Administrators simply publish or link to courses across the enterprise or immediately publish quick information to the desktop. Agents are notified via Expert or email to see the priority and content of the course in seconds. For a rich user experience, video, FLASH, sound, and other CBTs are incorporated into the courses. Expert is seamlessly integrated with other Autonomy Qfiniti modules Observe and Advise, giving agents the ability to review coaching sessions made with annotated recordings.

Centralized Information

Autonomy Qfiniti Expert's centralized data store functions as an agent's personal information source, allowing each agent to easily access course content. Online content reduces search time, ensures teaching consistency, and eliminates the need for hard-copy training materials. Powered by the Intelligent Data Operating Layer (IDOL), Expert includes relevant conceptual searches that easily deliver information to agents' fingertips. When combined with Autonomy Qfiniti's real-time agent support module, Assist, training materials can also be searched along with other document repositories, intranet/internet web pages, and knowledge management systems.

Lifecycle Training Solution

Autonomy Qfiniti Expert is a great supplement to existing new-hire training, with a blend of eLearning, classroom instruction, and multimedia content. Recurring training programs can update agents on product and service offerings, brief employees on legal issues or other hot topics, polish key skills, and encourage professional development. Your quality program can further be strengthened with quizzes or reviews and by pushing specialized training to top performers.

About Autonomy

Autonomy Corporation, an HP Company, is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text and web pages, etc. Autonomy’s technology manages and extracts meaning in real time from all forms of information, both unstructured and structured, enabling companies to leverage their data assets. Autonomy’s product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

Autonomy’s solutions are used by more than 25,000 customers including 87 of the Fortune 100, 10 of the top 10 financial services firms, 75% of the global 100 law firms, 9 of the top 10 pharmaceutical companies and many government agencies. Over 400 of the world’s leading technology companies embed Autonomy’s technology in their products. Autonomy also owns the largest private cloud of diverse data, with 31 Petabytes of information.

Please visit www.autonomy.com to find out more.