Autonomy Qfiniti Advise

Overview
Today’s quality-driven organizations need evaluation technologies that save time, improve coaching efficiency, and deliver proven bottom-line results. Autonomy Qfiniti’s agent evaluation module, Advise, meets those needs. Advise is a centralized evaluation and analysis module that drives contact center performance across all customer interaction channels by enhancing coaching and eLearning effectiveness, streamlining quality management tasks, and improving scoring consistency.

Key Business Benefits
- Centralized management that supports enterprise-wide quality performance
- Consistent quality data and evaluation results
- Greater efficiency through a fast and precise evaluation process
- Flexible evaluation planning, measurement, and analysis across all customer interaction channels (email, phone, web, chat)
- Proven ROI benefits such as higher productivity and enhanced customer satisfaction

Streamline Evaluation Tasks
Advise improves the efficiency of the evaluation process and lets you quickly and effectively assess quality-related performance activities so that you can identify opportunities sooner and improve the quality of your coaching efforts.

By easily creating and modifying evaluations online, Advise eliminates paperwork and greatly reduces the manual steps needed to complete the evaluation process.

Advise uses a variety of easy-to-use scoring and navigation features to make completing evaluations simple and relevant to each type of transaction monitored.

- User-defined questions and scoring
- Drop-down boxes
- Radio buttons
- Edit boxes
- Spell checking
- Advanced scoring options
- Non-applicable questions
- Non-scoring questions
- Auto answer
- Auto fail
- Weighting
- Form version control

Improve Scoring Consistency
Performance improvement requires fair and balanced reviews across all agents. Advise helps quality teams maintain consistency through a variety of tools. Online calibration reviews can supplement or reduce the need for traditional quality team calibration sessions among quality teams. Customized question and answer scoring tips help ensure the consistency of evaluation scores. In addition to agents, evaluations can also be performed on quality teams or supervisors to help improve scoring or coaching techniques. Qfiniti’s enterprise analysis options are available to further review uniformity among evaluators.

- Scoring tips and guidelines
- Quality team performance evaluation
- Online calibration
- Trending and analysis by evaluator
Root Cause Analysis
Customer and desktop recordings provide a wealth of information that can be used for more than agent performance improvement. But to gain measurable operational improvements, you must be able to find and use this recorded data. Tracking the right data can highlight significant cost savings through operational improvements.

Advise lets you quickly track and analyze processes to help uncover the root cause of poor performance, productivity, and operations. Combined with the ability to automatically find and group related calls through Autonomy's speech analytics module, Autonomy Explore, Advise can reveal opportunities for more proactive improvement in your training program.

- Non-scoring questions
- Multiple answer selections
- Classifications
- Question branching

Enhance Coaching and eLearning Effectiveness
Advise enhances the ability of supervisors and managers to provide consistent and effective agent coaching. Embedded coaching comments and questions, linked to specific recordings, allow coaches to tailor learning sessions to the needs of each agent. The self-evaluation options allow agents to review their own performance and to reinforce supervisor coaching. Relevant and specific eLearning modules can also be associated and assigned through Qfiniti's on-line agent coaching and training module, Expert. eLearning training modules test the agent's ability to recall and use information learned during in-person coaching sessions.

- Link to Expert eLearning modules
- Link to Observe recordings
- Coaching comments and alerts
- Perform evaluations

Extensive Analytical Capabilities
Qfiniti creates a single, centralized data repository for all quality-related information. This centralized data source supports sophisticated reporting and analysis and enables users to easily collect and distribute performance-related data throughout the enterprise. Drill-down capabilities provide a simplified view of behavioral, agent, group, and site trends so users can easily identify training and coaching opportunities.

Simplify Evaluation Management
Qfiniti delivers a fast and efficient way to manage quality assurance, saving time and improving the productivity of coaching sessions. Time-consuming quality, compliance and activity progress can be tracked through online or emailed compliance status reports, ensuring quality management tasks are completed and verified.

- Evaluation scheduling and email notification
- Visibility across teams and managers
- Email compliance and progress reports

About Autonomy
Autonomy, 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 powerful management and analytic tools for structured information together with its ability to extract meaning in real time from all forms of information, regardless of format, is a unique tool for companies seeking to get the most out of their data. 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.

Please visit autonomy.com to find out more.

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