Engage and service your customers using a multichannel interaction platform

Today’s organizations are making huge investments to build large and efficient contact centers designed to route customers and their issues to the right agent with the right skills. But chances are even your highest performing agents are not able to deliver a great experience every time. According to a Harvard Business Review study of 5,000 CSRs, more than 10 percent of encounters with the very best contact center agents were negative, while more than 50 percent of interactions with lower performing agents were negative.

This is the kind of data that is driving businesses like yours to deploy systems that understand the essence of customer interactions and drivers of poor satisfaction, so you can make the adjustments needed to improve overall agent performance and customer satisfaction.

To achieve your goals, you need a way to provide assistance to your contact center agents, new or experienced, in the form of monitoring, evaluation, mentoring and real-time recommendations. With these capabilities, you can increase your chances of driving more customer interactions to successful closures on the first contact.

Gain insight from contact center information to drive success

If you are a contact center manager, you understand how challenging it can be to enhance customer engagement and support, while reducing the costs and complexity of systems, software, processes, and risk management efforts. To streamline operations, you need to be able to collect, make sense of, and share information that passes through your contact center via phone and chat recordings, email, CRM notes, helpdesk applications, and knowledge bases. If you can leverage the insight gained from this valuable information, you can create a positive experience for your customers, balance corporate risk, and meet business goals such as handle time and first call resolution.

“It takes almost seven weeks for an agent to become ‘fully productive’.”
— Contact Babel 2010 Contact Center Survey

Maximize agent resources and increase customer satisfaction

Maximizing the value of labor expenditures is critical, particularly given the large percentage of your contact center budget that goes to these costs. With the Autonomy’s Contact Center Management solution, you can create more value and make your agents more effective by supplementing their skills and knowledge. Autonomy’s Contact Center Management solution enables you to improve the evaluation process, training and development, and feedback management. You can also provide real-time recommendations and assistance tools to help agents resolve customer issues and requests effectively, on the first attempt.

Autonomy’s Contact Center Management solution can provide your organization with training, evaluation, desktop integration, analytics, and feedback capabilities to help in a number of ways:

• Collect feedback from your customers based on agent interactions
• Identify gaps in agent skills and performance
• Collect data and perform analysis from interactions with customers
• Provide agents with real-time recommendations and access to enterprise resources based on an understanding of the customer interaction

Leverage meaning-based contact center management

Autonomy’s Contact Center Management solution leverages advanced technology to understand customer interactions, automatically providing actionable insight based on those interactions. Autonomy’s Contact Center Management solution includes:

• Autonomy Qfinity – which collects information about contact center interactions from all touchpoints, analyzes them for opportunities and risk, and provides evaluation, training and real-time assistance tools to supervisors and agents for improved processes and conversion
• Autonomy Interaction Control Element – which is a real time policy-based solution for information security and compliance, protecting sensitive information through data masking and muting, triggers and alerts
• Autonomy Explore – that offers unprecedented insight about customer intent and preferences from across all customer interactions including phone, email, chat and social media

Powered by the Autonomy Intelligent Data Operating Layer (IDOL), Autonomy’s Contact Center Management solution leverages capabilities including advanced mathematical techniques, pattern-matching algorithms, and statistical analysis to understand the meaning of every customer interaction. IDOL has the ability to understand information in human-friendly formats, such as phone call recordings, emails, chats, texts, social networks, and video. IDOL also enables you to take strategic actions based on a deep understanding of customers, competitors, and markets.

Autonomy’s solution automates the process of extracting valuable information from structured and unstructured data and delivers advanced contact center performance optimization tools. These capabilities help you solve operational challenges and gain an understanding of customer behavior, industry trends, and competitive opportunities.
With a full spectrum of recording, monitoring, analysis, and management capabilities, Autonomy’s Contact Center Management solution helps you successfully develop strategies that focus on customer intelligence, performance optimization, customer satisfaction and loyalty, and risk and compliance management.

Powered by the Autonomy Intelligent Data Operating Layer (IDOL), Autonomy’s Contact Center Management solution enables you to understand the meaning of all interactions. This allows you to support your supervisors and agents by enabling them to:

• Identify and facilitate coaching and training opportunities
• Automatically deliver intelligent recommendations to agents, helping them drive issues to resolution and improve upsell
• Identify risks before they become disastrous to your organization

**Improve agent performance and productivity**

Autonomy’s Contact Center Management solution helps you quickly improve agent performance and productivity with a range of functionality and benefits, including:

**Robust recording and data collection** — Capture, manage, analyze, and protect valuable contact center communications with highly secure and reliable systems

**Customer interaction analytics** — Collect and form an understanding of the patterns and relationships that emerge from all customer interactions, direct and indirect, across all channels and touchpoints

**Realtime agent assistance** — Provide agents with automated assistance in the form of hyperlinks, recommendations, and more from all enterprise systems to improve first call resolution

**Customer feedback management** — Automatically collect and analyze feedback from your customers with a direct link between an evaluation and your agent’s interaction

**Multichannel agent evaluation** — Quickly and accurately identify gaps in agent skills and performance, to reduce ramp-up time

**Coaching and training** — Improve overall agent performance by intelligently pushing relevant training modules to agents based on their identified gaps

**Compliance, data privacy and risk management** — Advanced monitoring, analysis, recording, and archiving of sensitive interactions helps keep customer interactions in line with governance policies and ensures data privacy

“With Autonomy’s solutions, AFLAC call center supervisors are able to increase the overall efficiency of the call center.”

— Mary Daniel, Call Center Technical Manager, AFLAC

**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 powerful 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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