Autonomy Qfiniti

Improve contact center performance

Contact center performance is paramount to the success of your business, especially when delivering premium customer service and can be a competitive differentiator. To maintain high customer satisfaction, you must measure and understand interactions to see that you are meeting your customers’ needs and identifying areas for improvement.

Use monitoring to improve workforce performance

Success begins with effective monitoring and workforce optimization technology. Autonomy Qfiniti is a reliable recording solution that incorporates the advanced tools needed in today’s global and multi-site customer service centers. Through a single platform, Autonomy Qfiniti can record all calls for compliance management or selectively capture voice and desktop activity for quality assurance. The platform also includes innovative built-in coaching, real-time assistance, evaluation, survey, and training modules to ensure that your business delivers true quality performance.

Highlights

- Single platform – for call and screen recording, agent evaluation, real-time assistance, survey, and training modules to ensure that your business delivers true quality performance
- Meaning-based approach – enables strategic actions based on a deep understanding of customers, competitors, and markets
- Call logging or selective recording – of both voice and/or screens
- Centralized evaluation and analysis – drives contact center performance, across all touchpoints
- Real-time assistance – for improved first call resolution and upsell/cross-sell
- Compliance – delivered at an unprecedented level for email, IM, chat, and audio recordings
- Evaluations, surveys, and training – all delivered and synchronized with call recordings

Autonomy Qfiniti delivers:

- Extensive monitoring functionality with multiple call acquisition options including record-on-demand and live monitor
- Intelligent monitoring techniques to conserve system resources, improve recording quality, and reduce workloads
- Proven, measurable ROI benefits, such as higher productivity, lower agent turnover, and reduced customer churn
- Innovative features including integrated coaching and playback tools
- Centralized administration for reduced IT time and costs
- Compliance with data security and corporate deletion standards

Benefit from extensive monitoring capabilities

Autonomy Qfiniti provides powerful monitoring options that include transaction-based recordings of voice, screens, or both, simultaneously. By capturing an array of activities, Autonomy Qfiniti allows supervisors to monitor contact points for performance and examine processes for best practices. Supervisors have the ability to immediately record interactions on demand, or to monitor calls in a live setting. Autonomy Qfiniti allows agents to activate on-demand recording for help requests, verification of transactions, or other business critical events. Flexible recording features include:

- Voice-only recording
- Voice and screen recording
- Screen-only recording
- On-demand recording by supervisor or agent
- Live monitoring
Build intelligence into quality monitoring

Autonomy Qfiniti allows contact centers to build true intelligence into their quality monitoring programs. With custom recording plans, Autonomy Qfiniti’s intelligent business rules ensure the relevance of monitored events and improve the variety of recorded calls. Recordings can be triggered based on the source of an incoming call, the responding agent, time intervals, application activity, or other telephony and desktop events. Autonomy Qfiniti employs an innovative presence-based feature that notifies the system when an agent is seated and performing a recordable activity—an approach that reduces management workload and conserves system resources. Autonomy Qfiniti offers advanced quality monitoring features including:

- Random recording
- Telephony CTI triggers
- Remote ‘at-home’ agent recording
- Desktop triggers
- Integration with Autonomy Interaction Control Element (ICE) for application and field-based triggering

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Leverage proven evaluation tools

Today’s quality-driven organizations need evaluation technologies that save time, improve coaching efficiency, and deliver proven bottom-line results. Autonomy Qfiniti offers a centralized evaluation and analysis module that drives contact center performance by enhancing coaching and eLearning effectiveness, streamlining quality management tasks, and improving scoring consistency.

- Evaluate agents based on all interactions
- Link to Autonomy Qfiniti recordings, eLearning modules, coaching comments and alerts
- Simplify evaluation management with scheduling, notifications, inter-team visibility, and progress reports
- Streamline evaluation tasks with easy creation and modification of evaluations online
- Root-cause analysis

Manage customer feedback

Autonomy Qfiniti enables contact centers to hear directly from a customer immediately after an agent interaction and automatically link both the customer satisfaction score and the agent evaluation score to the recorded call. This correlation measurably improves quality performance while reducing the time and cost incurred from traditional research methods. By forging a clear link to the voice of your customers, Autonomy Qfiniti can be a valuable supplement to traditional survey methods.

- Displays results associated with agents, agent groups, computer telephony integration (CTI), and other data
- Allows customer input to be linked to virtually any variable within the contact center
- Sends immediate alerts of a poor customer experience via questions with threshold events that, when triggered, launch "save the customer" actions such as an email or pager alert or a transfer to a customer advocate
- Provides analysis capabilities through established reports or customized reporting via standard open database connectivity (ODBC) exporting options
Pinpoint the right call

With customer calls routed across the globe, recording retrieval could easily become complicated and time consuming, requiring searches within numerous archives and servers. The Autonomy Qfiniti platform removes this obstacle by providing a single interface and search tool to uncover recordings regardless of where they occurred. Using CTI data from the switch or CRM data attached through the Autonomy Interaction Control Element (ICE), users can quickly search for recordings based on customer data such as account numbers, social security numbers, or other user information. With the addition of Autonomy Explore, every recording can be automatically searched with unprecedented accuracy and speed.

- Custom data attachment call classification
- Advanced search agent call and recording status
- Rules-based archive management Payment Card Industry (PCI) compliance
- Intelligent archiving

Use innovative playback features

Using standard multimedia playback controls, Autonomy Qfiniti lets supervisors play recordings quickly and easily. Synchronized voice and screen playback ensures that both call and desktop activity can be simultaneously monitored for a complete view of agent performance. Autonomy Qfiniti offers a range of playback features, including optional web-based playback, visual CTI and coaching markers, and continuous playback to simplify daily quality monitoring tasks. Autonomy Qfiniti’s multimedia approach uses ports for recording, not for playback, boosting both efficiencies and system capacity. Playback features include:

- Remote playback via Autonomy Qfiniti web interface
- Multiple monitor screen capture
- Scalable screen playback window
- Visual display of CTI, coaching, and audio/screen markers

Offer real-time assistance

Autonomy Qfiniti is built on top of Autonomy’s advanced analytics engine, the Autonomy Intelligent Data Operating Layer (IDOL). Autonomy IDOL gives Autonomy Qfiniti the intelligence and connectivity to dynamically present the contact center agent with all relevant enterprise resources (web forms, processes, KB articles, documentation, and so on) based on each specific customer interaction to help resolve the customer’s issue on the first try.
Based on IDOL’s unique ability to understand customer sentiment and intent in real time, Autonomy Qfiniti can automatically search all product information and marry it to prior customer behavior to serve relevant recommendations (alternative products or services) for the agent to suggest to a customer for improved upsell and cross-sell. Real-time assistance helps your organization:

• Improve first-contact resolution rates
• Decrease training overhead and accelerates agent effectiveness
• Improve upsell and cross-sell results with intelligent recommendations

Achieve PCI compliance

Autonomy Qfiniti delivers an unprecedented level of compliance to email, IM, chat, and audio recordings to ensure all interactions are managed within regulatory and corporate policies. Autonomy Qfiniti works with Autonomy ICE to provide the option of setting triggers to identify sensitive materials within interactions and automatically mask or mute the information based on their business needs.

Companies that are required to meet Payment Card Industry Data Security Standards (PCI DSS) can now comply with the requirement that credit card CVV, CVV, and CID codes not be stored after authentication is completed, even in call recordings, if the data is searchable. PCI Compliance is made possible due to the ability to:

• Start and stop the recording of audio activity, screen activity, or both—ensuring credit card information is not recorded and stored
• Automatically mute or mask customer-sensitive data in compliance with Payment Card Industry Data Security Standards (PCI DSS)
• Alert end-users to specific types of interactions or activities when they occur for better insight

Make coaching faster and easier

Autonomy Qfiniti provides efficient and effective agent coaching. The Autonomy Qfiniti player allows comments and playback markers to be directly linked with recordings. In addition to coaching notes, voice comments and screen edits can be used to improve the quality and efficiency of agent coaching.

You can easily export audio recordings for use in eLearning or other training programs. When used in conjunction with Autonomy Qfiniti’s Advise module, recording segments can be linked to specific evaluation questions to simplify reviews. Improved coaching is made possible with:

• Coaching notes
• Links to evaluation questions
• Integrated voice/screen comments
• Audio export

Efficiently staff for customer satisfaction

Autonomy Qfiniti sets the standard for workforce management through an easy to use, intuitive and customizable solution that enables your team to interact and collaborate while executing your unique workforce management strategy. Workforce for Autonomy Qfiniti accurately captures, predicts, optimizes, communicates and manages your dynamic workforce plan for your contact center management. Workforce management features include:

• Multi-skilled forecasting and schedule optimization
• Intraday management
• Advance agent adherence reporting
• Interactive agent bidding
• Bi-directional SMS messaging
• Automated schedule adjustment plans

Autonomy Qfiniti delivers a unified, centrally managed platform for multichannel interaction analysis, real-time agent support, and contact center performance management.
Create a meaning-based contact center

Autonomy Qfiniti is built on the Autonomy IDOL platform. Autonomy IDOL leverages advanced mathematical techniques, statistical analysis, and pattern-matching to extract meaning from every interaction you have with customers - including human-friendly formats like phone call recordings, emails, chats, texts, social networks, and video – and allows you to take strategic actions based on a deep understanding of customers, competitors, and markets.

Rely on an open architecture

Autonomy Qfiniti can be deployed on industry-leading servers, such as HP, Dell, and IBM. It also interfaces with the major ACDs and dialers, including Avaya, Nortel, Aspect, Rockwell, Concerto, Aastra Intecom, Alcatel, Cisco, Siemens, NEC, Ericsson, Mitel, and more.

Consider what you can do with the Autonomy Qfiniti platform

Autonomy Qfiniti delivers a unified, centrally managed platform for multichannel interaction analysis, real-time agent support, and contact center performance management. By automatically delivering relevant and accessible customer intelligence to the organization, this solution enables you to understand the meaning of customer interactions and deliver outstanding customer service across the globe.

Autonomy Qfiniti modules include:

- **Observe** - Interaction recording for Quality and Compliance
- **Explore** - Automated multichannel communication analytics
- **Survey** - Integrated customer satisfaction surveys
- **Advise** - Agent evaluation and performance analysis
- **Expert** - Online coaching and training
- **Assist** - Real-time agent assistance
- **Autonomy ICE** - Intelligent recording and desktop analytics
- **Workforce** - Agent scheduling and forecasting

About HP Autonomy

HP Autonomy 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.

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