

July 2021

Webex Workforce Optimization: Quality Management

Move your contact center forward –
every day, every interaction.

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How the best get better

Customer experience leaders know there's no such thing as "good enough." Webex Workforce Optimization (WFO) Quality Management gives you the smart tools to quickly and continually uncover what you can improve – and effectively drive and measure that improvement. Automate evaluations to examine every single interaction across all channels—and free managers to focus on targeted coaching and training. Give agents the immediate feedback they crave—and inspire healthy competition. Let the voice of the customer move your contact center forward—and make the most of every customer interaction.



Monitor



Examine



Improve





Monitor

Automate reporting and save admin time

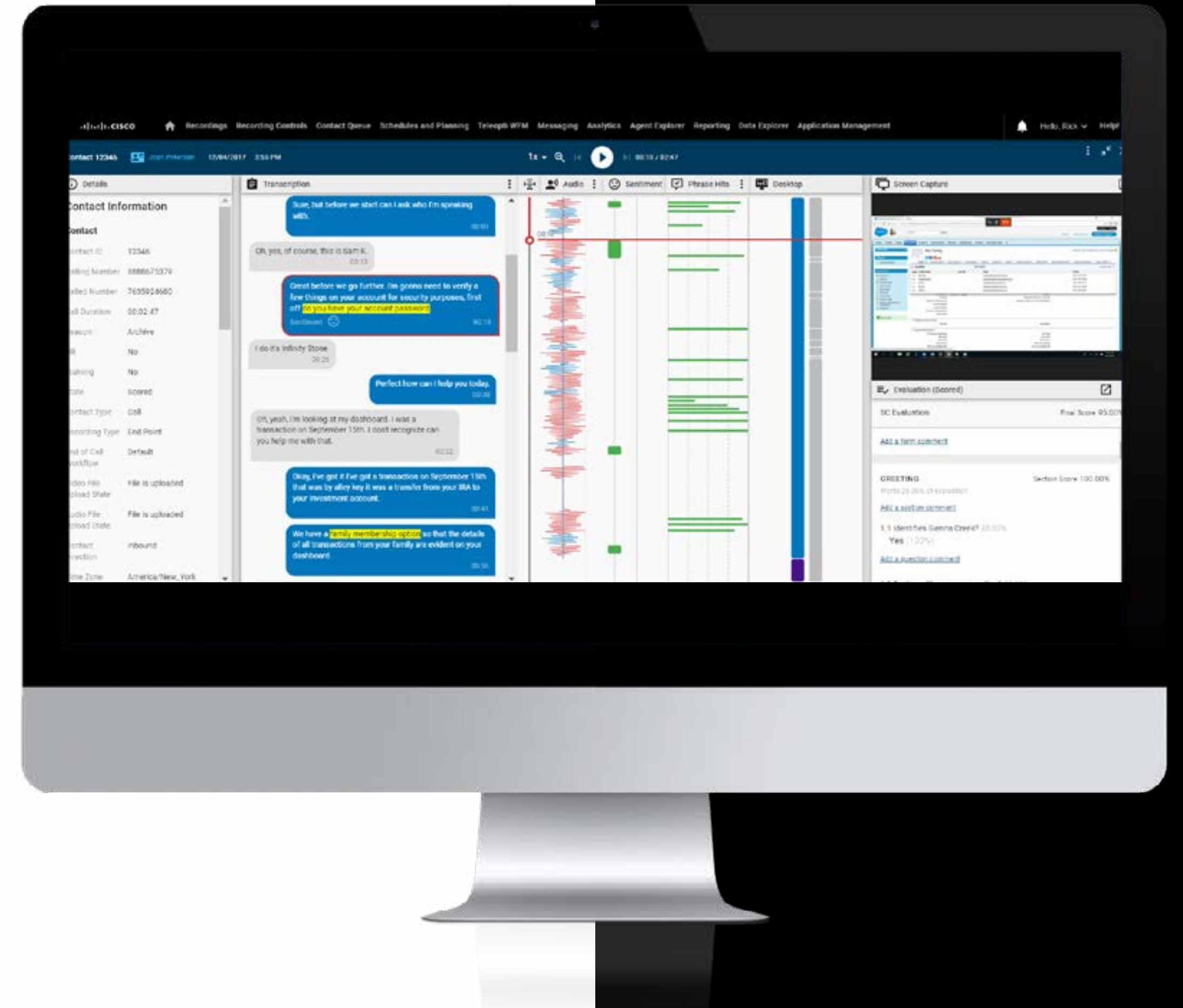
Spend less time aggregating the data. Spend more time acting on the data.

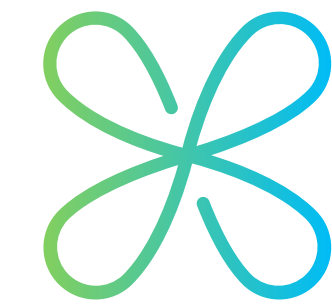
Automatically evaluate every interaction – no matter the channel

Deliver omni-channel experiences customers demand. Ensure consistent, outstanding quality – every time.

Increase adherence and ensure compliance

Monitor interactions for adherence and compliance with PCI, HIPAA and other regulatory requirements. Leverage auto-pause and advanced data security to keep Protected information secure.





Examine

Create a unified QM command center

Access audio and screen recordings directly alongside evaluation forms and reports. Customize your dashboard to see your most critical metrics, reports and alerts.

Drill down to the finest details. Fix problems quickly

Sift through interactions and data with intuitive search and customizable tagging. Find exactly what you need to resolve issues fast.

Evaluate quality on your (and your customers') terms

Hit the ground running with out-of-the-box evaluations – or design highly customized evaluations and reports to hone in on what matters most to your customers and your business.



Improve

Crack the agent engagement code – motivate self-improvement

Shorten the feedback loop, keep agents tuned in and inspire skill growth with near-real time evaluations, Gamification Tools, Benchmarks And Peer Leaderboards.

Integrate data streams – see the full customer experience

Track multi-channel, multi-contact customer journeys. Connect QM and workforce management data.

Uncover analytics insights

Integrate with the powerful Webex WFO Analytics solution to enable predictive NPS scoring and smart benchmarking to reveal predictive and prescriptive insights to accelerate quality improvement.





Capture and monitor

See every interaction

The tools to drive continual improvement

100% Call recording

All the features of Webex call recording are included with Webex WFO Quality Management.

Screen capture

Agent desktop visibility for a holistic view of each interaction.

Record-on-demand

Agents can flag calls for recording in real time, including at the end of an interaction.

Rule-based contact selection

Apply specific business rules to flag interactions for recording and evaluation.

System error monitoring and alerts

Automatic alerts for potential system errors.

Pause and resume for compliance

Manual and automated pause and resume options support pci, hipaa and other compliance efforts.

Live screen and audio monitoring

View agent desktop activity while monitoring live calls in single, unified view.

Efficient organization and metadata tagging

Interactions are intelligently categorized using powerful metadata tagging.

Secure storage and playback

Customer interactions are compressed and encrypted using end-to-end 128-bit AES encryption. Playback can be restricted based on user credentials.



Evaluate and Analyze

**Faster, more accurate
quality evaluation**

**The tools to drive
continual improvement**

Library of Pre-Built Forms

Select from multi-part, mixed-response type, multi-channel, section-level weighting, question-level weighting, evaluator hints and KPI questions.

Secure Storage and Playback

Customer interactions are compressed and encrypted using end-to-end 128-bit AES encryption. Playback can be restricted based on user credentials.

Unified Playback and Evaluation

Audio and screen recordings are combined with evaluation forms in one unified window.

Data Export

Recorded calls can be exported – individually or in bulk – in common media formats (WAV, WMA, WMV) for sharing with stakeholders across the enterprise.

Post-Call Surveys

Integrate post-call customer survey results with other QM metrics.

Customizable Dashboards and Reports

Clear dashboards and easily modifiable reports provide simple displays of quality metrics for individual agents, teams and groups.

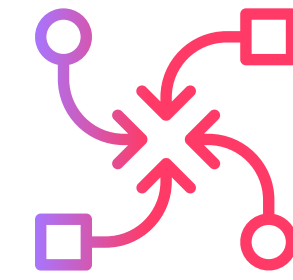
Advanced Search Capabilities

Granular searching using powerful, customizable metadata.

Analytics-Driven Quality Assurance

Integration with Webex WFO Analytics leverages advanced analytics tools to optimize the quality evaluation process.





Engage and Motivate

Deliver timely agent feedback and inspire self-improvement

The Tools to Drive Continual Improvement

Personalized Agent Dashboards

Agents can track their evaluation scores through a simple dashboard.

Gamification

Built-in gamification tools create agent and team competitions. Display leaderboards, award badges and incentives based on performance.

Customized Agent Feedback

Agents receive feedback and performance metrics including evaluation scores.

Coaching

Focus coaching efforts, target training initiatives, and improve effectiveness.

Seamless Integration – Painless Implementation

Implementing new technology doesn't have to be painful and time-consuming. Webex WFO Quality Management makes rollout fast and cost-effective.



Best-in-class integrations

Synchronized integrations with the leading IP-PBX/ACD platforms.



Lower total cost of ownership

Flexible architecture, storage and pricing options enable customization for your needs and budget.



Lower infrastructure costs

Leverage existing database resources and storage – no server software fees.



Faster user training

A modern interface and intuitive workflows bring agents and managers to a high level of proficiency in hours – not days or weeks.

Service and support to keep you moving forward

You know the 5-star customer experience you're aiming for? You deserve it from your vendors, too. Webex takes a customer-centric approach to providing dedicated service and support, understanding your unique challenges and goals and delivering expertise to keep your contact center moving forward.

- 1 Focused implementation support**
A dedicated team of experts, keeping your rollout on-time and on-budget.
- 2 Ongoing optimization**
We stay tuned in to your changing needs, helping you maximize the value of your solution as your business evolves.
- 3 24x7 expertise**
Your contact center is there when your customers call – and we're there whenever you need us.
- 4 On-site and online training**
From go-live agent and supervisor training, to digital guides for new staff, we can help your team get the most out of Webex WFO.

Build a modern contact center – transform your business

Webex WFO Quality Management is part of Webex Workforce Optimization – a complete WFO suite revolutionizing the way enterprises engage their customers. Webex WFO includes call recording, quality management, workforce management, multichannel voice-of-the-customer analytics and advanced reporting. The suite records, captures and analyzes customer interactions to provide a single view of the customer and improve the agent and customer experience. It is the only fully multi-tenanted cloud WFO solution on the market.



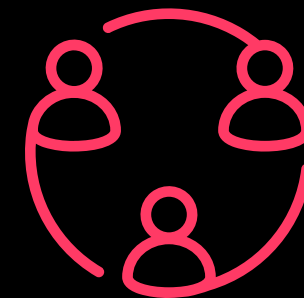
Call recording

The clean and simple way to capture every customer voice – across every channel. Create a unified view of the customer, see the big picture with new clarity and leverage comprehensive voice-of-the-customer data to drive key business objectives.



Quality management

Highly automated and efficient evaluation of 100% of your customer interactions. Shorten feedback loops and target training to drive better agent performance that directly improves customer satisfaction.



Workforce management

Smart forecasting, scheduling and admin tools that drive elevated WFM strategies. Efficiently predict and respond to dynamic customer call volume and deliver a consistently outstanding contact center experience.



Webex analytics

Sophisticated speech and text analytics engines that harness the voice of the customer—and intuitive outputs that bring that data to life. Leverage predictive and prescriptive insights to deliver value to sales, marketing, IT, product development and business development teams.