

CARiNA

Quality

Performance Management Software

Powered By



Performance, Speed
and Efficiency



DELIVERING EXCELLENCE THROUGH TECHNOLOGY

4net
TECHNOLOGIES



ComputerTel





The latest software development to enable fast, efficient and effective contact centre agent evaluation and reporting

ComputerTel appreciate that the greatest assets to any company are staff and customers. It is therefore vital to ensure that both assets are nurtured, motivated and appreciated. The best way of ensuring this is by monitoring and evaluating your staff, determining if they require further training or motivation and ensure optimum performance.

Qe2 provides a unique system direct from the customer interface. It clarifies that your customers are receiving the best advice, assistance and service from your company and as a result, retaining the customer loyalty that is all important. Qe2 is designed to work in conjunction with our recording range, therefore providing the ultimate complete voice recording and monitoring solution.

Qe2 enables contact centre managers to monitor their staff's progress with four main aims:

- 1** Guaranteed to greatly reduce your assessment times, through a simple and customisable interface adaptable to your company's corporate identity. Its ease of use through simple drop-down boxes and intuitive system of navigation will enable frequent monitoring and assessment. An equivalent assessment without this software could take two and half hours, with Qe2 this is greatly reduced to a mere half hour.
- 2** Identify opportunities for staff training or re-coaching to improve performance and efficiency through evaluation, scoring and reward schemes. This will encourage staff retention and decrease personnel turnover. Qe2's monitoring features will ensure that any weakness or strength in the individual employee can be easily highlighted and commended or fixed.
- 3** Focuses on areas of improvements for increasing business potential, corporate quality fulfilment and staff motivation. This will increase long term sales and drive your quality higher. Business development and strategy can be easily determined through result analysis making it quicker to respond to market drive.
- 4** Provides formatted and concise appraisals quickly and efficiently. Qe2 removes the hassle and time to produce a printed report. This reduction in time and resources means a more efficient work force, where action to ensure the best quality service can be taken without delay, improving productivity and freeing contact centre manager's time.



Use your assessment findings to compile comprehensive reports and management data, with simple point and click.



Use recording data to find average call activity, for groups, teams, and individuals over specific time periods.

Unique benefits of a software solution

- Integrated to the main Voice Recorder
- All recordings are stored with appraisal
- Full Training History database and reporting
- Customisable Evaluation Sheets
- No Limitation on the amount of user reports
- No Limitation on the amount of skill sets
- Full Multi Access Security System
- Integrated automatic notes and scoring template
- User customisable benchmarks for all reports
- Call Statistics to give a complete hard and soft skill appraisal
- Lockable appraisal screen to give agent/client protection
- Quick and efficient pin-point of individual training needs.

Upgradeable through additional modules

Additional modules are also available, including Training, Development, Recruitment and Absenteeism, producing a complete HR solution for your agents.

Security features

The ultimate goal is to improve productivity and efficiency increasing profit potential through customer satisfaction. We value security as a prime concern with all our products. Qe2 enables appraisals to be locked to avoid unauthorised changes to staff evaluations and a password protection to log-on to the software. A full training package, including information on offsite training courses is available.



Designed by contact centre team leaders for professionals

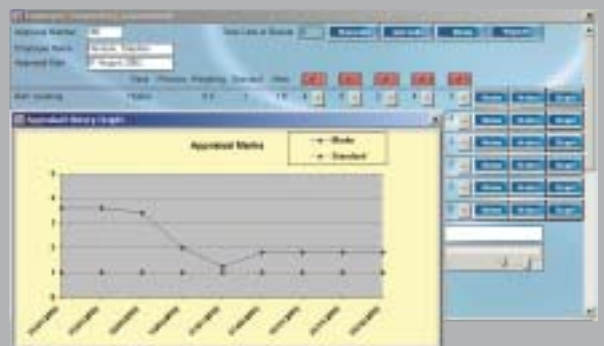
Through constant development and communication with industry professionals, Qe2 has evolved to cope with the most demanding contact centre monitoring solutions.

Simplicity, ease of use and accessibility

The system is designed to be both flexible and user friendly. It covers a wide range of functionality within the standard system and provides the infrastructure for enhancement and modification to particular clients needs.



Integration with the recorder allows a random selection of calls to be assessed against predetermined skills and competencies. All designed to allow quick and efficient assessments.



The ability to see overall assessment results over time with drill down to individual skills allowing quick pinpointing of training requirements.

Combining the power of Qe2 with the technology of Our full range of recording systems for the ultimate contact centre solution

ComputerTel can offer the complete quality monitoring solution integrating Qe2 with any of our high specification recording systems.

We offer a range of multifunctional system that enables you to record agents calls automatically and allows you to randomly select assessment calls, quickly and easily.

Adaptable and effective recording

Recordings can be used for a variety of functions, such as:

- For Verification (Blanket Recording)
- Quality Monitoring (Selective Recording)
- Screen Capture
- Voice Over IP

Expanding as your company grows

Our recording systems are designed as an expandable modular system that can adapt to any future technologies as they evolve.

This system can manage recording from 4 channels upwards and can be upgraded in increments, enabling easy and cost efficient expansion as your company grows.



Qe2 is fully integrated with our range of recording systems and also supports other systems

Full accessibility and integration


Systems can be accessed by LAN, WAN, telephone line or internet browser. They can work as a 'stand alone' application, or integrated with all major telephone switches including:

- Avaya
- Rockwell
- Aspect
- Nortel
- Siemens
- Alcatel
- Mitel
- Cisco

Connectivity to integrated CTI applications, allows additional search criteria, including telephone numbers and agent or caller log-in data, to be used as a filtering method, to instantly find a specific call.

All of our recorders have a number of Application Programmers Interface's (API's) allowing integration with customer databases to provide a truly seamless recording solution.

Contact our distributor:

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