Robust, Affordable Call Recording And Quality Monitoring

Call recording and quality monitoring software can play a valuable role for businesses across a wide spectrum of industries, including automotive dealerships, financial services, insurance, healthcare, manufacturing and distribution. Any business that regularly communicates with customers, clients and partners via the phone should record phone calls to proactively manage the risks inherent in these interactions and promote quality assurance.

How Do You Record Calls and Promote Quality Assurance?

Organizations in nearly every industry conducting all or part of their business by telephone are faced with a complex web of legal, industry and service-level compliance guidelines. But, how are they documenting calls to address those compliance requirements while also monitoring quality of service?

Mitel provides the most comprehensive call recording software solution for addressing compliance management and quality monitoring needs, delivering an affordable all-in-one array of exclusive features and functionality to meet specific business requirements.

With the Mitel Quality Management solution, call recordings become a vital part of developing highly effective compliance, process and risk management programs. Call monitoring functionality ensures recorded phone calls are readily available for dispute resolution and transaction verification.

Mitel Quality Management is much more than just a simple call logger or call recorder. It provides robust, enterprise-class call recording, agent evaluation and quality assurance functionality, including:

- **Secure Call Recording Reviewing and Sharing**: Mitel Patented Portable Voice Document (PVD™) technology provides a secure means of reviewing, sharing and adding notes to call recordings.
- **Intuitive, Easy-to-Navigate User Interface**: with call visualization to simplify contact center call recording review and auditing.
- **Integrated live call monitoring and automatic call monitoring**: allowing real-time agent coaching and agent development. Benefits include easy monitoring access to calls occurring across all nodes of the enterprise voice network, such as those handled in a remote or branch office.
- **Live Annotations and Coaching**: live annotations and coaching capabilities enable supervisors to add text annotations directly to calls during live monitoring, permitting their observations to be captured in real-time. Integrated instant messaging lets supervisors coach agents the quality of interactions. All annotations and coaching sessions are logged in context with the voice recording, making it easy to reconstruct contact center scenarios.
- **Quality Control Work Queues**: allow users to create rules for the count and types of calls that supervisors must evaluate. This improves completed, while also ensuring supervisor objectivity.
- **Automated Call Organization**: streamlines performance evaluation - for example, a manager can easily review a folder comprised of only their sales agent calls.
- **Owner’s Report**: clearly reveals who is using Mitel Center Quality Management, how often and for what purpose. This enables organizations to hold management accountable to their contact center oversight and quality assurance responsibilities.
- **Effortless organization and search capabilities**: allow targeted call recordings to be retrieved within seconds.
- **Customizable Agent Evaluations & Powerful Quality Reporting**: ensures contact centers proactively monitor, manage and improve workforce performance.
- **Optional Desktop Screen Recording**: synchronized desktop screen recording capabilities facilitate a more complete picture of agent activity.
Quality Management Live Call/Auto Call Monitoring and Coaching

Quality Management Live Call Monitor enables real-time monitoring of call activity. The client authenticates the user and provides access only to those calls they are authorised to monitor. Users can view information about all authorised calls in progress including the outside party’s number, extension number (requires CTI integration) and incoming dialled number data. They can monitor any live call through their multimedia workstation while it is in progress. Call recordings can be paused and restarted. Users can rewind and fast forward the call up to the point of the live conversation. They can also establish recording of the monitored call, if not already instituted as part of a trigger.

The Quality Management Auto Call Monitor feature enables automatic live monitoring of calls by agent or dynamic search folders. For example, if a new sales agent experiences difficulty with a customer and tags the call using an “Irate Caller” button, the call Center supervisor with the appropriate auto monitor configuration may begin hearing the call instantly, or can receive an instant visual and/or audible notification of the situation requiring their attention.

Call Center supervisors can also add text comments directly to calls while conducting live monitoring, allowing them to capture their thoughts in real-time and provide immediate feedback to their agents. Supervisors can also directly and unobtrusively coach agents using instant messaging, enhancing call handling skills and improving overall call Center performance.

Call tagging

The Call Tagging interface can be used to place text notes or category assignments into voice documents in real-time. These tags can then be viewed within the voice document and used as search criteria for easy retrieval. Up to six buttons can be programmed with an assigned value. The client supports a COM interface for expanded call tagging abilities through external applications such as a web browser.
Quality Management Reporter

Quality Management Reporter, the powerful reporting package included with the Quality Management software licensing, includes Usage Reports, Quality Control Reports and Customer Interaction Reports. Quality Management Reporter generates reports, including graphs, based on the telephone call information stored in the Call History database. These reports can be run on demand or scheduled to run automatically, such as on a daily, weekly or monthly basis. Once reports are completed, authorised users can print, output to a file in a selected format, and/or email to one or more recipients.

Quality Management Usage Reports provide ways to view how the system has been used over selected periods of time. This can include the entire system, certain ports, or even specific users. Customer Interaction Reports show the responses to and effectiveness of various ad campaigns. They provide basic information about various advertising campaigns that have been launched, including the name of the media, the phone number used in the ad, the timeframe and cost of the advertisement.

Quality Management Owner’s Report

MiVoice Call Recorder with Quality Management delivers the features organisations need to improve business processes and maximise revenue, but only if it’s being used consistently and effectively. Customers making the investment in call Center recording and management technology want to know these tools are actually being used. The Owner’s Report feature, which can be automatically generated and delivered via email, clearly discloses this data by showing who is using the system and each of its many valuable features, such as:

- Live Calls Monitored
- Calls Reviewed
- Calls Evaluated
- Calls Coached
- Reports Runs
Quality Control Module

The Quality Control Module allows an evaluator to review a recording and rate the call by providing a grade on each of a series of pre-selected questions/criteria. The Quality Control Module provides the user with flexibility to create categories with an unlimited number of questions or criteria using customisable scales.

To launch an evaluation, the user selects the call they want to evaluate and simply clicks on the evaluation link contained in the Desktop Client.

The Quality Control Module can be used for many purposes:

- As a self-learning tool – each employee can listen to and evaluate their work performance.
- As a management tool – managers can evaluate how well employees are taking care of their callers.
- As a training assessment tool – assess employee’s skills and determine when additional training may be needed.

Quality Control Work Queues

Quality control work queues allow users to create rules for the count and types of calls that call Center supervisors must evaluate, making it simple to tailor the delivery of calls that meet established evaluation requirements. Custom evaluations can be created based on types of calls, agents, ACD groups and other criteria. Work queues can then be based on either the number of calls or a percentage of calls (a maximum of 100 calls in either scenario), and can be set to occur either on a daily or weekly basis.
Quality Control Reporting

The Quality Control Reports Suite, one of three suites provided with the Quality Management Reporter package, delivers management reporting including graphs, and consists of five types of reports:

- **Employee Evaluation** - Provides weighted average of ratings for each evaluation question for one or more employees
- **Employee Comparison** - Compares ratings of multiple evaluators
- **Employee Quality/Efficiency** - Compares Efficiency (average call duration) to Quality (average of all ratings summaries)
- **Criteria Trend** - Compares ratings for each question over time to assess trends (single employee)
- **Group Trend** - Compares rating summary for multiple employees over time