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OpenText™ Qfiniti Advise Cloud Edition (CE)

Drive superior contact center performance with centralized evaluation and enhanced coaching

Product highlights

Centralized management of-wide quality performance

Consistent quality data and evaluation results

Integrated coaching tips to provide in-context performance management data

Quality-driven contact centers must simplify their agent evaluation processes in order to save time, improve coaching efficiency and deliver proven bottom-line results. Qfiniti Advise offers centralized evaluation and analysis that drives contact center performance across all customer interaction channels by enhancing coaching and eLearning effectiveness, streamlining quality management tasks and improving scoring consistency.

Streamline evaluation tasks

Qfiniti Advise helps you quickly and effectively assess quality-related performance activities so you can identify coaching opportunities sooner and improve the quality of your coaching efforts. By easily creating and modifying evaluations online, this workforce performance tool eliminates paperwork and greatly reduces the manual steps needed to complete the evaluation process.

Qfiniti Advise simplifies the completion of evaluations and makes them relevant to each type of transaction monitored with a variety of easy-to-use scoring and navigation features, including:

- User-defined questions and scoring
- Drop-down boxes, radio buttons and edit boxes
- Spell checking
- Advanced scoring options
- Non-applicable questions and non-scoring questions
- Auto answer
- Auto fail
- Weighting
- Form version control

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Product highlights

- Greater efficiency through a fast and precise evaluation process

- Flexible evaluation planning, measurement and analysis across all customer interaction channels (email, phone, web, chat)

- Proven ROI benefits, such as higher agent productivity and enhanced customer satisfaction

- Automatic analytics-based scoring of evaluation form questions from OpenText™ Qfiniti AutoScore

Improve scoring consistency

Performance improvement requires fair and balanced reviews across all agents. Qfiniti Advise helps quality teams maintain consistency through a variety of tools. Online calibration reviews can supplement or reduce the need for traditional calibration sessions among quality teams. Customized question and answer scoring tips help ensure the consistency of evaluation scores.

In addition to reviewing agents, evaluations can also be performed on quality teams or supervisors to help improve scoring or coaching techniques. Qfiniti enterprise analysis options are available to help you further review uniformity among evaluators with capabilities such as:

- Scoring tips and guidelines

- Quality team performance evaluation

- Online calibration

- Trending and analysis by evaluator

Perform root cause analysis

Customer and desktop recordings provide a wealth of information that you can use for agent performance improvement. But to gain measurable operational improvements, you must be able to find and use this recorded data. Tracking the right data can highlight the potential for significant cost savings.

With Qfiniti Advise, you can quickly track and analyze processes to help uncover the root cause of poor or exceptional performance, productivity and operations, with options that include:

- Non-scoring questions

- Multiple answer selections

- Classifications

- Question branching

Combined with OpenText™ Explore, you can perform speech analytics to automatically find and group related calls. Then, with Qfiniti Advise, you can uncover opportunities to more proactively improve your training program.

Enhance coaching and eLearning effectiveness

Qfiniti Advise enhances the ability of supervisors and managers to provide consistent and effective agent coaching. Embedded coaching comments and questions, linked to specific recordings, allow your coaches to tailor learning sessions to the needs of each agent. The self-evaluation options allow agents to review their own performance and reinforce supervisor coaching.

Relevant and specific eLearning modules can also be associated and assigned through Qfiniti Expert for online agent coaching and training, which offers training modules that test the agent's ability to recall and use information learned during in-person coaching sessions. Options include:

- Integration with Qfiniti Expert eLearning modules

- Integration with Qfiniti Observe call and screen recordings

- Coaching comments and alerts

- Self-evaluation options to reinforce coaching

Ensure agent engagement with evaluation appeals

In cases when an evaluated agent (or the agent's supervisor) doesn't agree with an evaluation score, Qfiniti Advise provides a systematic process for appealing a specific form question, a broader performance area or an entire scorecard. The process allows the agent or supervisor to attach notes to the appeal, which the scorecard creator can review and make adjustments where appropriate. If necessary and based on permissions, appeals can be accepted or escalated for further consideration.

Qfiniti Advise ensures consistency of audio or screen recording evaluations with online calibration reviews and customized question and answer scoring tips.

With this built-in appeals process, agents naturally become more involved in their professional development when self-advocacy leads to more equitable evaluations. Supervisors and managers appreciate the detailed reporting capabilities built into the appeal process, which indicate appeals by team member, by question and by evaluator.
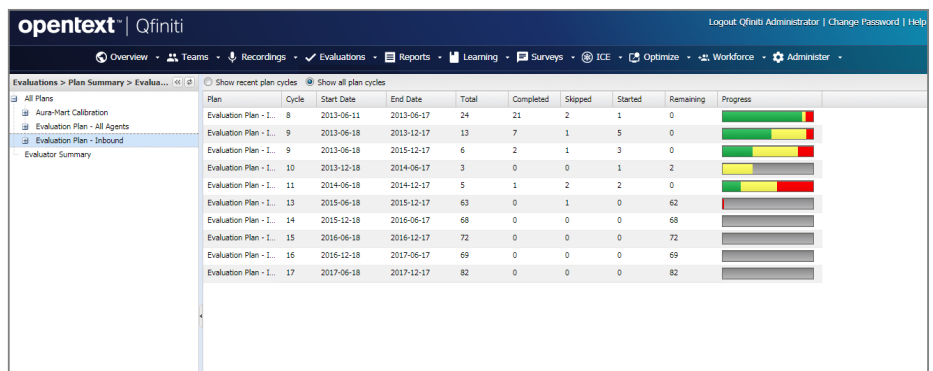
Rely on extensive analytical capabilities

Qfiniti Advise creates a single, centralized data repository for all quality-related information. This centralized data source supports sophisticated reporting and analysis and enables users to easily collect and distribute performance-related data throughout the enterprise. Drill-down capabilities provide a simplified view of behavioral, agent, group and site trends so your users can easily identify training and coaching opportunities.

Simplify evaluation management

Qfiniti Advise delivers a fast and efficient way to manage quality assurance, allowing you to save time and improve the productivity of coaching sessions. The automated creation of playlists from user-defined selection criteria increases the productivity of your evaluators by reducing the amount of time they will need to spend looking for recordings to score. Plan administrators can also track progress to completion and edit and/or reassign work, as required. Options include:

• Automated evaluation scheduling and email notification

• "Secret-shop" calibration calls into the playlists

• Enhanced visibility of quality assurance across teams and managers

Plan administrators can easily monitor completion of evaluation work within the comprehensive Qfiniti Advise evaluator assignments dashboard.

OpenText Qfiniti Advise benefits

For the **customer**

- Well-trained, highly-engaged agents are more likely to meet or exceed customer expectations, leading to higher customer satisfaction
- Promote customer trust with compliant management of sensitive data

For the **agent**

- Automated playlist queuing simplifies QA by ensuring that only the most relevant interactions are evaluated
- Centralized data source supports sophisticated reporting and analysis across agents, groups and sites
- Quickly uncover root causes of poor and superior performance, productivity and processes

For the **company**

- Gain a more complete view of customer behaviors and share insight across the organization
- Reduced customer effort is a differentiating factor in the market that ensures higher customer loyalty

OpenText WFO software portfolio

Interaction Recording	Desktop Control	Performance Management	Desktop Analytics	Customer Surveys	Workforce Management	Online Training	VoC Analytics	Analytical Scoring	Real-Time Speech Analytics
Multi-channel Capture	Muting and Masking	Quality Monitoring	Application Monitoring	Multi-channel Surveys	Scheduling and Forecasting	Integrated e-Learning	Multi-channel Connectors	Automated Scoring	Decision Engine
PCI DSS Compliant	Metadata Attach	Evaluation Planning	Real-Time Guidance	Inbound and Outbound VoC	Mobile Engagement	SCORM Compliant	Centralized VoC	Speech Enabled	Real-time APIs
Qfiniti Observe	**Qfiniti ICE**	**Qfiniti Advise**	**Qfiniti Optimize**	**Qfiniti Survey**	**Qfiniti Workforce**	**Qfiniti Expert**	**Qfiniti Explore**	**Qfiniti AutoScore**	**Qfiniti Live**

OpenText Qfiniti Cloud Edition (CE)
Workforce Engagement Management

opentext™ | Cloud

Qfiniti Managed Services
Managed and Cloud Services

amazon web services | Partner Network

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Setting a new benchmark for workforce optimization, the OpenText WFO software portfolio includes the full suite of Qfiniti products, engineered to operate seamlessly together. They can be deployed as a single, comprehensive solution or as individual, standalone products to solve your most urgent contact center management needs. OpenText Explore delivers Voice of Customer, speech, and multichannel analytics; and OpenText™ Qfiniti Managed Services provides the entire Qfiniti portfolio on a managed, high density server system.

opentext.com/qfiniti

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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