

PRODUCT OVERVIEW

OpenText™ Qfiniti Expert Cloud Edition (CE)

Enable superior professional development for contact center and back office agents with automated delivery of online coaching and training



Product highlights



Desktop delivery:

Distribute training content directly to the desktop so training courses can be taken anytime, anywhere



Online search:

Enable immediate access to training materials via search during work shift

It is no secret that highly engaged contact center agents provide superior levels of customer service. OpenText Qfiniti Expert enables organizations to improve efficiency and increase workforce satisfaction by automating online coaching and eLearning.

Agent training is a critical element of any successful customer contact center. But giving agents the information they need to do their jobs can be challenging, time consuming, and expensive—and information is only part of the answer.

To be truly effective, training initiatives should help agents acquire and retain value-based knowledge. At the same time, agents should be able to review existing content in training and reference materials while on a call or any other customer interaction. With Qfiniti, your contact center workforce benefits from these capabilities and more.

Qfiniti Expert automates agent education through targeted intelligent delivery of online training programs. It provides the tools needed to build skills and knowledge, enhance agent performance, and improve agent retention and productivity. Qfiniti Expert also delivers a powerful integrated search engine that allows content to be referenced and searched—even after training is completed. With search tools and eLearning exercises readily available, agent performance and overall service levels continually improve.

Product highlights

- OpenText™ Qfiniti integration: Link online coaching and feedback directly to agent evaluations and reviewed call and/or desktop recordings
- Streamlined deployment: Automate the deployment of complex training programs to numerous participants and/or multiple locations
- Content import: Complement existing training programs through compliance and integration with industry-leading training and development applications
- Prioritized learning: Target information to agents, based on priority, to guide them through self-paced eLearning

Deploy accessible and economical training

Qfiniti Expert interacts seamlessly with the entire OpenText™ Qfiniti product suite. Administrators publish, review, and track courses within the integrated Qfiniti user interface. Agents review courses in the same user interface as their evaluations, simplifying the job of assigning agent training. Online training courses can immediately be assigned to agents, as managers evaluate recorded customer interactions to assess performance. This ensures both timely and targeted delivery of training content. Qfiniti Expert creates synchronized training across your enterprise—from the management team at corporate headquarters to an outsourced training partner across the world.

Ensure agent accountability

Qfiniti Expert integrated reporting within the Qfiniti suite gives supervisors and training administrators the visibility to track progress and agent retention. Reports can be delivered quickly via email, with drill-down information about agent performance. Qfiniti Expert also helps uncover trends and training gaps at the agent, team, and site levels by enabling managers to review extensive information about each agent stored in the platform.

Easily publish open and compliant courseware

Qfiniti Expert streamlines the deployment of eLearning content with an open integration to any authoring tool that delivers web-driven compliant courseware. Administrators simply publish or link to courses across the enterprise or immediately publish quick information to the desktop. Agents are notified via Qfiniti Expert or email to see the priority and content of the course in seconds. For a rich user experience, you can incorporate video, Adobe® Flash®, sound, and other computer-based training content into the courses. Qfiniti Expert seamlessly integrates with OpenText™ Qfiniti Observe and OpenText Qfiniti™ Advise, giving agents the ability to review coaching sessions with annotated recordings.

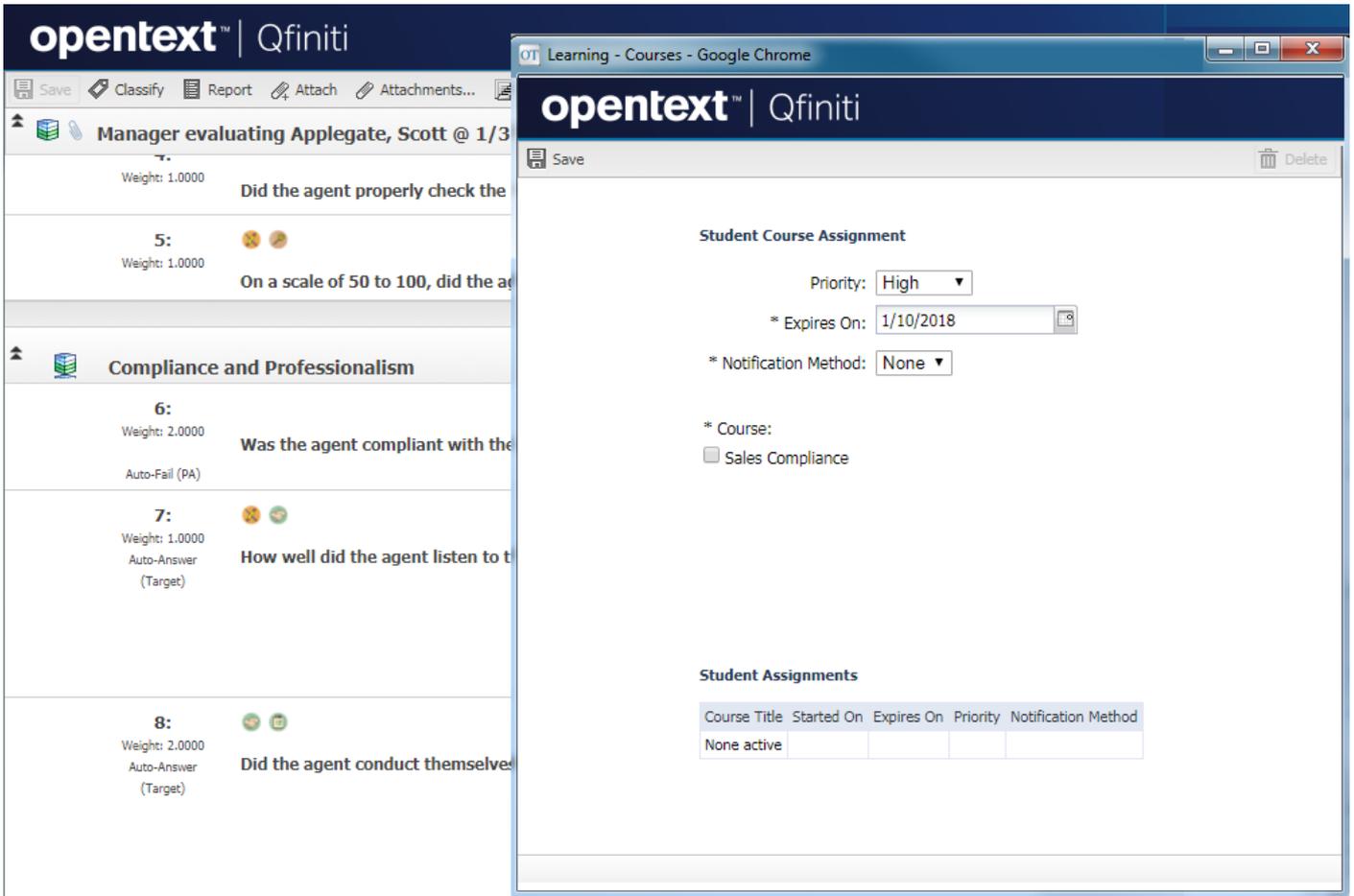
Empower agents with centralized conceptual search

Qfiniti Expert's centralized data store functions as an agent's personal information source, allowing each agent to easily access course content. Online content reduces search time, ensures teaching consistency, and eliminates the need for hard copy training materials. Qfiniti Expert provides powerful conceptual search functionality that easily delivers relevant information to agents' fingertips.

When combined with OpenText™ Qfiniti Optimize, the Qfiniti real-time agent support product, training materials can also be searched along with other document repositories, intranet/internet webpages, and knowledge management systems.

Strengthen your quality program

Qfiniti Expert is a great supplement to existing new-hire training, with a blend of eLearning, classroom instruction, and multimedia content. Recurring training programs can update agents on product and service offerings, brief employees on legal issues or other hot topics, polish key skills, and encourage professional development. Your quality program can be further strengthened with quizzes or reviews and by pushing specialized training to top performers.



Qfiniti Expert streamlines coaching with delivery of prioritized learning modules linked directly to reviewed recordings and agent evaluations.

OpenText Qfiniti Expert 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

- Personalized and targeted training guides agent in areas for improvement
- Easy access to contextual information and archived training content increases agent engagement
- Structured training increases agent retention



For the company

- Centralized data source supports sophisticated reporting and analysis across agents, groups, and sites
- Higher customer satisfaction when well-trained agents meet or exceed customer expectations

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

Setting a new benchmark for workforce optimization, the OpenText WFO software portfolio includes the full suite of OpenText 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

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