OpenText™ Qfiniti sets the benchmark for workforce optimization with a highly integrated and modular product suite. Engineered to operate seamlessly together, each component can also be deployed as a standalone product as necessary to solve the most urgent contact center management needs.

Delivering premium customer service is a powerful competitive differentiator in today’s marketplace, making contact center performance crucial to success. To keep customer satisfaction high, organizations must be able to measure and understand interactions to know they are meeting customer needs and identifying opportunities for agent workforce improvement.

Qfiniti delivers a unified, modular and centrally managed platform for multichannel interaction analysis, with real-time agent support and contact center performance management capabilities. By automatically delivering relevant, accessible, actionable customer intelligence, Qfiniti helps organizations understand the meaning of customer interactions and deliver outstanding service across the globe. The solution can be deployed as a managed service, SaaS or a hybrid model to reduce total cost of ownership and support integrations with partners such as Amazon Connect, Avaya, Cisco and Genesys. Qfiniti was named WFO Provider of the Year at Customer Contact Week 2017 for innovations in analytics-based scoring, cloud-driven surveys and agent guidance. The solution is ranked a Strong Performer by Forrester and listed on the Gartner Magic Quadrant for Workforce Engagement Management.

Lowered average handle time (AHT) by up to 20% at a global hotel chain

Increased first contact resolution (FCR) by more than 72% for a top 10 European bank

Improved NPS by more than 24 points at a top 5 brokerage firm

Lowered total cost of ownership by $4M for a large telecommunications company
Integrated, modular product suite
Call and screen recording, agent evaluation, real-time assistance, automated scoring, survey, training and workforce management products share a unified user interface and integrated analytics to help businesses deliver true quality performance.

Maximize workforce and customer engagement
Streamlined staffing, scheduling and training lead to happier, more engaged employees, which helps increase retention. Advanced speech, voice of customer and multichannel analytics provide actionable insights into customer behavior.

Optimize performance management
Automated scoring and reporting help organizations maintain consistent quality measurement and fast, effective coaching.

Manage regulatory demands
Intelligent masking and muting with metadata attached automates the administration of PCI and HIPAA compliance.

Drive continuous process optimization
Real-time agent guidance and desktop automation deliver average handle time control and cost savings while reducing customer effort.

Measure agent and customer behaviors
Flexible scoring models can help organizations define and calibrate the interaction behaviors most relevant to their business context.

“We wanted to have a consistent experience at every touch point, and that’s where OpenText™ Qfiniti has been able to help us with that focus. It helps us identify realtime feedback from our customers so that we can proactively address any concerns. Our focus is to continually provide an excellent experience for our customer, and obtaining this type of analytics is key to our success.”
Sharon Bailey
VP of Customer Care and VOC
HSN
## Products

<table>
<thead>
<tr>
<th>Products</th>
<th>Benefits</th>
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</thead>
<tbody>
<tr>
<td>Qfiniti Observe</td>
<td>Records the agent’s voice and screens all the time or randomly, so recordings can be used to facilitate quality assurance and provide coaching tools, such as voice-file visualization, CTI and coaching markers</td>
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<tr>
<td>Qfiniti ICE</td>
<td>Enables business-defined triggers to identify sensitive PCI or HIPAA-regulated data within voice, text or screen recordings and automatically mask or mute the information based on business needs</td>
</tr>
<tr>
<td>Qfiniti Advise</td>
<td>Facilitates quality management, coaching and performance management through consistent evaluation forms, automated scoring, on-the-fly coaching tips and evaluation plan management</td>
</tr>
<tr>
<td>Qfiniti Optimize</td>
<td>Delivers powerful desktop analytics for measuring and reporting on user processes, automating workflows and real-time, contextual guidance to front and back office agents. Workflow information can be gathered across the workforce for aggregated reporting and then filtered so the data may be reviewed by group, team or region</td>
</tr>
<tr>
<td>Qfiniti Survey</td>
<td>Provides two ways to survey the customer via email with a web-based survey or after a call using IVR technology. Feedback from either source is linked to the agent who handled the call. Post-call survey results are also linked to the call recordings, providing effective drill-down to the root cause and effect</td>
</tr>
<tr>
<td>Qfiniti AutoScore</td>
<td>Automates the identification, scoring and tracking of agent behaviors and customer experiences in all recorded calls using advanced speech analytics, and linking analytics-driven scoring to questions in Qfiniti Advise</td>
</tr>
<tr>
<td>Qfiniti Workforce</td>
<td>Optimizes multi-skilled forecasting and scheduling, agent shift bidding and schedule changes through an intuitive mobile app, intraday management and advanced agent adherence</td>
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<tr>
<td>Qfiniti Expert</td>
<td>Provides the ability to attach text notes, screen annotations, bookmarks and coaching comments directly to a recording or scorecard. Supervisors can assign eLearning assets directly to an agent evaluation without having to exit the process</td>
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### 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](https://opentext.com).

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