

OpenText™ Qfiniti

Improve contact center performance with intelligent workforce optimization

Delivering premium customer service is a powerful competitive differentiator in today's marketplace, which means the performance of your contact center is crucial to the success of your business. To keep customer satisfaction high, you must be able to measure and understand interactions, so you know you are meeting your customers' needs and identifying opportunities for agent workforce improvement. OpenText Qfiniti delivers a unified, centrally managed platform for multichannel interaction analysis, with real-time agent support and contact center performance management capabilities. By automatically delivering relevant, accessible, and actionable customer intelligence to the organization, you can understand the meaning of customer interactions and deliver outstanding service across the globe.

Benefit from a Highly Integrated, Modular Approach

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

Create a Next Generation Contact Center

Qfiniti products are centrally managed and automatically deliver relevant customer intelligence to contact center professionals throughout your organization.

- **OpenText™ Qfiniti Observe** randomly records the agent's voice and screens so that the recordings can be used to facilitate quality assurance and provide innovative coaching tools, such as voice-file visualization, CTI, and coaching markers.
- **OpenText™ Qfiniti ICE** 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.

BENEFITS

- **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 ensure that your business delivers true quality performance.
- **Maximize workforce engagement:** streamlined staffing, scheduling, and training enable greater agent retention.
- **Optimize performance management:** maintain consistent quality measurement and fast, effective coaching with automated scoring and reporting.
- **Ensure superior customer engagement:** advanced speech, Voice of Customer, and multichannel analytics provide actionable insights into customer behavior.
- **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:** leverage flexible scoring models to define and calibrate interaction behaviors most relevant to your business context

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

OpenText™ Explore
Voice of the Customer and Multichannel Analytics

OpenText™ Qfiniti (On-Premises)
Modular WFO Suite

OpenText™ Qfiniti Managed Services
Managed and Cloud WFO Services

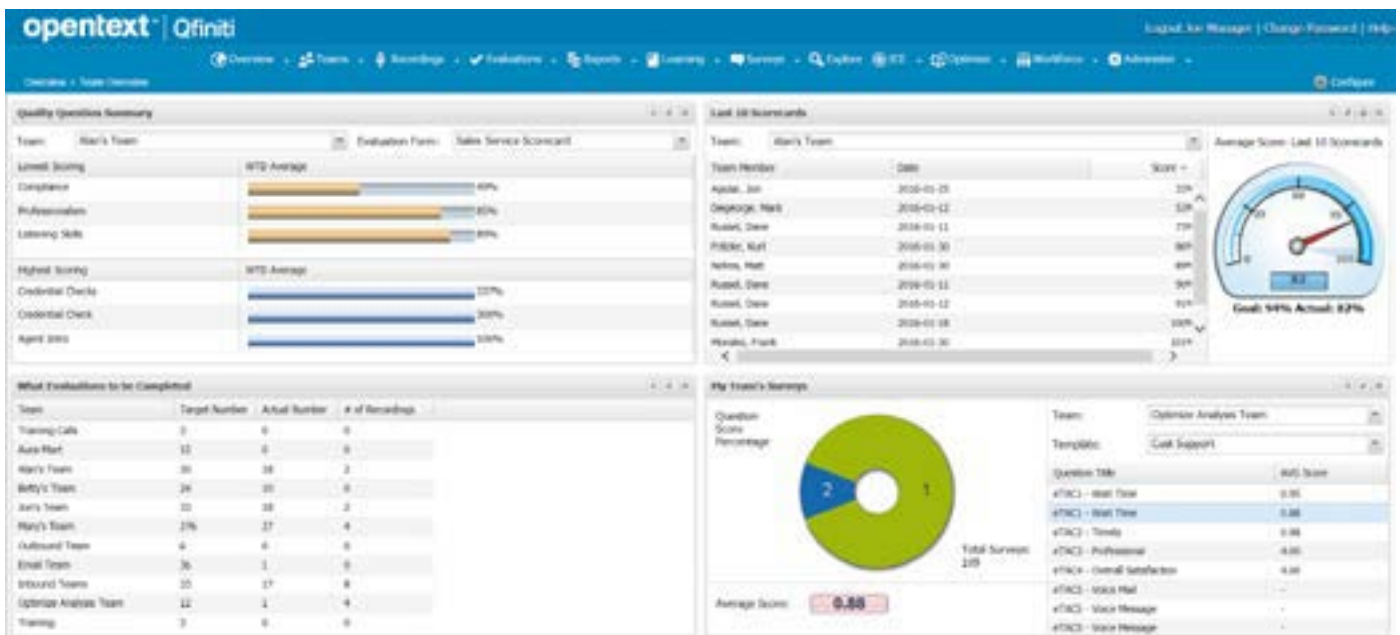
Benefit from a highly integrated, modular workforce optimization solution.

- **OpenText™ Qfiniti Advise** facilitates continuous improvement through powerful analysis and reporting capabilities by enabling supervisors to evaluate, stack rank, and perform gap analysis.
- **OpenText™ Qfiniti Optimize** provides 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 entire workforce for aggregated reporting, and then filtered so the data may be reviewed by group, team, or region.
- **OpenText™ Qfiniti Workforce** optimizes multi-skilled forecasting and scheduling, agent shift bidding, intraday management, and advanced agent adherence.
- **OpenText™ Qfiniti Survey** provides secure, cost-effective

deployment of cloud-based voice and web surveys for both inbound and outbound Voice of the Customer (VoC) insight. Survey results are also linked directly to the call recordings, providing effective drill-down to the root cause and effect.

- **OpenText™ Qfiniti AutoScore** automates the identification, scoring, and tracking of agent behaviors and customer experiences in all recorded calls using advanced speech analytics.
- **OpenText™ Qfiniti Expert** 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 from the process.

www.opentext.com/qfiniti



OpenText Qfiniti Optimize: Desktop Usage Report

www.opentext.com/contact