NGTS Quality Monitoring
Feature Overview

July, 2014
Introduction

- **Audience**
  - Training is recommended for call center team leads, supervisors, and other call center management and call center related roles.

- **Overview**
  - Review of the Basic Feature group and the Optional Feature group
  - CBTS provides guided tour of all features of the application.
  - Training covers
    - Setup of Call Recording dashboard
    - Monitoring live calls
    - Searching for recorded calls and listen to them

- **Pre-Requisites for Training**
  - Basic knowledge of call centers, including call center terminology
  - Understanding call center processes
  - Basic computer skills
    - Proficiency with Outlook and email
    - Competency with Windows Operating system 7 and internet search engine such as Internet Explorer, Chrome, Foxfire, etc.
    - Perform online documentation tasks
Login

Internal Revenue Publication 1075 provides guidance to ensure the policies, practices, controls, and safeguards are employed by recipient agencies, agents, or contractors adequately protect the confidentiality of information.

- Effective January 15, 2015, the **Next Generation Telephony Service (NGTS)** requires NGTS users to comply with the guidelines below to create a complex password.
  - The rules include a password that:
    - Uses a minimum of eight (8) total characters in length.
    - Has as at least one (1) upper case letter (a capitalized letter)
    - Has as at least one (1) lower case letter (a non-capitalized letter)
    - Has at least one (1) special character (a symbol such as a percentage sign (%), asterisk (*), exclamation point (!), etc.
- A password cannot be repeated until after the 25th occurrence.
- A stand user is required to change a password every ninety (90) days.
Features and Modules

Basic Service Group

- Dashboard and Messaging
- Reports
- Call Recording
- Live and Silent Monitor
- Evaluation and Analysis

Optional Service Group

- Screen Monitor
- Speech Analyzer
- Survey
- Workforce Management Basic
- Workforce Management Advanced
Basic-Dashboard and Messaging
Basic-Dashboard and Messaging

Dashboard
The *Dashboard* function is an application user web interface (graphic) that user interface that organizes and presents information in a way that is easy to read.

- 100% web-based, no client install
- Real-time view of all current conditions
- Tabular access to application modules
- Select most frequently used (Favorites)
- Dashboard view based on user permissions
- Portlets configured with external web links

Messaging
*Messaging* is a process of transmitting information electronically from one location to another by computer or phone. This service includes:

- Real-time, rule-based messaging framework
- Messaging Inbox with workflow actions
- Subscribe to over 40 messages (Alerts and Notifications)
- Broadcast messages to email, Call Recording Inbox, or VoIP phone
The *Reports* function provides an account or statement describing in detail an event, situation, or the like, usually as the result of observation, inquiry or communication event.

The feature includes:

- Ad hoc reports, built-in report templates that include Call Recordings, Quality Reviews, Agent Performance Trends, etc.
- Vendor support for request and purchase of customized reports.
- Use Report Scheduler-The ability to schedule delivery of reports via email or export to multiple formats (XLS, PDF, HTML, XML, CSV, RTF)
- Ability to upload customer built reports including drill down for root-case analysis
### Summary by Quality Criteria

Report Generated by: Robby  
Report Generated on: 03/17/2008

**Work Type/s:** TS (Voice)  
**Group/s:** TL (Robby)  
**Time Period:** Week Ending – 08 Mar 08

**Evaluation Form/s:** All  
**Employee/s:** All

<table>
<thead>
<tr>
<th>TS (Voice)</th>
<th>Score in %</th>
<th>Score in %</th>
<th>Score in %</th>
<th>Score in %</th>
<th>Score in %</th>
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<tbody>
<tr>
<td>Quality</td>
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<td>70</td>
<td>75</td>
<td>60</td>
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<tr>
<td></td>
<td>Week 1 (10 Mar - 15 Mar)</td>
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<td>30/52</td>
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<td>Week 2 (3 Mar - 9 Mar)</td>
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<td>30/54</td>
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<td></td>
<td>Week 3 (25 Feb - 1 Mar)</td>
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<td>30/55</td>
<td>30/56</td>
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<tr>
<td></td>
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<td>30/59</td>
<td>30/60</td>
<td>30/61</td>
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</table>

**Voice of Customer**
- Policy/Process adherence: 10/10, 10/11, 10/12, 10/13, 10/14
- Ownership: 20/40, 20/41, 20/42, 20/43, 20/44
- Customer Experience: 10/10, 10/11, 10/12, 10/13, 10/14
- Resolution: 20/40, 20/41, 20/42, 20/43, 20/44

**Voice of Business**
- 30/50, 30/51, 30/52, 30/53, 30/54
Basic-Call Recording

Recording refers to the function to capture and register an audio event (or sound from an audio-visual event) in a permanent form by mechanical or electrical means for preserving the original event for reproduction. The service is a recording application to handle both inbound and outbound recording for both voice and non-voice interactions. This service is also referred to as **Quality Monitoring**.
Monitor refers to the user participation of actively listening and reviewing either a previously recorded or real-time communication event. The web-based feature also includes the ability to email agents or insert comments to tag a specific call. This facilitates:

- supervisor quality performance monitoring
- communication and instruction among supervisor, agents and trainees
The Evaluation and Analysis component is an assessment or structured interpretation and giving of meaning to predicted information or actual impacts of outcomes. This includes the careful study of information by separating a whole into its component and examining the relationship of the parts. Capabilities also include:

- **Customer Use Options**—Recording may initiate any of the following activation states, 1) always –on, 2) random selection based on a pre-set criteria, or 3) on-demand start. All features are determined by the Customer.

- **Conversation Graph**—A feature visually depicts conversations to identify quick identification of problem areas (cross-talk, elevated voices, speech spectrum patterns, etc.)

- **Caller Experience Detail**—This feature makes available all segments of a user call for study.

- **Bulk Download**—The feature refers to the ability to store data in a format that includes a WAV, MP3 file. (Note: This is a permission role-based feature and not all users are able to download calls from the system.)

- Performance metrics are based on internal and external objective, measureable criteria that is determined by the Customer.
Silent Monitoring

Call Recording’s Silent Monitoring

- Real-time monitoring capability, allows supervisor to listen to agent calls in progress
- While listening to a call, user emails feedback to the agent and also flags the call for quality management evaluation
- If the number of times an agent has put the caller on hold is excessive, this is a good indication that the agent may require monitoring and assistance
- Novice agents may require more monitoring and assistance
- Only certain employee designations are allowed to monitor calls in progress
- The System Admin has determined which features are available for the various employees and designations in your organization
Silent Monitoring – how it works

- The Silent Monitor call window shows the name and extension of the agent on the call, and screenshots of the agent’s desktop appear in the bottom of the screen during the call.
- You can also adjust the volume levels of the agent’s and customer’s voices, independently, for optimum balanced listening.
- During Silent Monitoring if as a supervisor you need to provide input to the agent so they can adjust what they are telling the customer, you use the **Send Message** option to broadcast a message to the agent to their VoIP phone, email, or Call Recording inbox.
- If the agent is struggling with a difficult issue, click the **Feedback** icon to launch a separate pane in the screen capture window, which allows you to send an email and provide feedback to the agent during the call.
## 5.10.2 Basic Feature Group QM Costs

<table>
<thead>
<tr>
<th>Features</th>
<th>Monthly Recurring Charge (MRC) Per User</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD – Agent Profile</td>
<td>$31.20</td>
</tr>
<tr>
<td>IVR per Port</td>
<td>Included**</td>
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<tr>
<td>Outbound Dialer per Port</td>
<td>Included**</td>
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<tr>
<td>Basic Profile</td>
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<tr>
<td>Enhanced Profile</td>
<td>$19.40*</td>
</tr>
<tr>
<td>Basic Quality Monitoring (QM)</td>
<td>$9.41</td>
</tr>
</tbody>
</table>

* This is in additional fee to the Basic, Enhanced, or Agent Profile of an individual user.

** The features below are based on a minimum of 200 Profiles located in a contact call center. The IVR per Port and Outbound Dialer per Port rate is based on a minimum of 200 Agent Profiles.
Optional-Screen Monitor

This is a feature that enhances a real-time performance assessment by showing what the agent sees and what support tools (applications) they use. This allows a supervisor/trainer to evaluate a user during a training or live production call event.
Optional-Speech Analyzer

- The Speech Analyzer is the feature of analyzing recorded calls and to gather information within agent/customer interactions. Enterprise criteria includes elements of **automatic speech recognition**, where the identities of spoken words or phrases are determined, and it may also include analysis of one or more of the following:
  - the topic(s) being discussed
  - the emotional character of the speech
  - the amount and locations of speech versus non-speech (e.g. call hold time or periods of silence)
- Service components include:
  - A phonetic based engine
  - Capacity for 100% of the calls can be analyzed
  - Ad-hoc search capabilities of any key word(s) or phrase(s)
  - Multi-search capabilities using Boolean operators (AND/OR)
  - Call classification/categorization based on pre-defined business rules
  - Agent and customer speech responses that can be searched separately
  - Language packs that can be applied during runtime → Agent voice can have a different language pack than the customer
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Optional-Survey

• The Survey feature integrates a customer satisfaction survey add-on that integrates the assessment with customer call service activity.

• **Create IVR based Surveys**
  • Supports any VXML compliant IVR (IPIVR & CVP)
  • Premise based solution
  • Web-based form builder
  • Survey definition in database translated on the fly to VXML for IVR distribution
  • Web-based Reporting & Dashboard with real-time Survey results
  • **Rule driven interface dynamically targets right survey to the right customer based on:**
    • Skill Group/Queue, Client (in Multi-tenant) etc.
  • **Integrate survey data with other data to create holistic view of agent performance**
  • Tie together with recordings and integrate with KPI, analytics and other CRM/CTI data
Workforce Management is a feature that combines real-time supervisor monitoring of agent performance that offers the following benefits since it:

- Optimizes your workforce using forecasting.
- Automates the scheduling.
- Communicates with agents.
- Enhances Contact Call Center performance by integrating key performance indicator (KPI) information.
Optional-Workforce Management Advanced

- Screen Monitor
- Speech Analyzer
- Survey
- Workforce Management Basic
- Workforce Management Advanced
5.10.5. Optional Quality Monitoring Add-Ons

The features below require a Basic or Enhanced Profile plus Quality Monitoring.

<table>
<thead>
<tr>
<th>Add-On (QM) Features</th>
<th>Monthly Recurring Cost (MRC) per User</th>
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</thead>
<tbody>
<tr>
<td>Screen Monitor</td>
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<tr>
<td>Speech Analyzer</td>
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<tr>
<td>Survey</td>
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<tr>
<td>Workforce Management Basic</td>
<td>27.00</td>
</tr>
<tr>
<td>Workforce Management Advanced</td>
<td>39.00</td>
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</table>
This tab provides a quick view into the call recordings that have occurred in the environment. A user, can view all the calls recordings of the employees with permission to access, including inactive employees. Agents with Call Recording User permission, can also view their own recordings. If a call was transferred or put on hold, this will be reflected in the segment summary screen, and the user can view details about each segment of the call, as appropriate.
End User Training - Reports
• Call Recording Reports enable users to create a wide variety of pre-defined and custom management reports. Most report data can be exported to Microsoft Excel or other standard data processing formats for further charting and analysis.

• The Reports module consists of report templates that are designed to create reporting data for the most critical contact center information. Scheduled reports can be used to automatically generate daily, weekly, and monthly reports using a wide-variety of reporting criteria.

• A Favorites List is available.
To launch the Reports module, select **Reports** from the Dashboard pull-down menu.

The top section [A] of the navigational pane contains icons which you click to launch the report sub-modules (Favorites, Public, etc.);

The middle section [B] contains links to launch the report in the right main navigation window;

The bottom section [C] is used to add or remove reports from your Favorite Reports list and Dashboard portlet view, as desired.
• Report Templates are pre-defined Call Recording reports that use a pre-configured set of parameters to generate reports.

• Information in the reports can be used to report on important or commonly recurring contact center data.

• Call Recording has several sets of report templates which can be used to create various types of custom reports, as shown in the image.
Reports – Scheduled Reports

- The Call Recording Reports Scheduler allows you to create reports as scheduled tasks, and have the output automatically delivered to you as an email attachment.
- Edit and schedule an existing report from Reports section in Report Templates and by selecting it from the list, and then editing its details from the My Report pane.
Questions

Send an email to AskNGTS@CBTS.Net.