

NGTS Quality Monitoring

Feature Overview

July, 2014

- **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, Firefox, etc.
 - Perform online documentation tasks

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

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Broadcast Record Call Now My Profile Log-out

May 17, 2012 Carol Brown (Support Manager) - Knoahsoft Help | About Us

Home Monitor Evaluate Analyze Coach Learn Reports Administration Survey Recordings Speech

Favorites

- Analyze
 - Scorecard Builder
- Coach
 - Coach Others
- Evaluate
 - Evaluations
 - Clarify
- Learn
 - Assigned to Me
- Recordings
 - Call Recordings
- Reports
 - Templates

Lisa Vs Tom Performance

Metric	Tom Lee	Lisa Cox
AHT	75	75
Attendance (%)	70	70
Availability (%)	75	75
Occupancy (%)	70	70
Adherence (%)	70	70
Resolution Metric	70	65
CSAT	60	65
QA Score	60	60

>> more

My Team Evaluations

Employee	Total Evals	Avg Percentage
Betty Martin	1	100
Charles Hill	2	100
Dan Reed	3	100

>> more

My Inbox

- Dan Reed has placed 2 holds in Tech_Support_Inbound work type.
- Rose Green's has exceeded by 52995 mins in Tech_Support_Inbound work type.
- Dan Reed's has exceeded by 52976 mins in Tech_Support_Inbound work type.

My Team Scorecard

My Team Performance

Performance Level	Percentage
Excellent	100
Very Good	80
Good	60
Average	40
Below Average	20
Below Average	0

>> more

Call Recordings for current month

Employee	CustomerSupport	OUTBOUND	Partner_Tech_Support	Tech_Support_Inbound
Bill Davis	100	50	150	250
Chal...	100	50	150	150
M...	100	50	150	400
Ro...	100	50	150	50
Sand...	100	50	150	350

>> more

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

Basic-Reports Home

Harmony Powered by KnoahSoft

Robby
Team Leader
Log-out

Survey

Home Quality Management x Performance Management x Silent Monitoring x Coaching x eLearning x **Reports x** Survey x

ReportsHome Standard Scheduler

Export To Pick One Export

Summary by Quality Criteria

Report Generated by: **Robby** Report Generated on (mm/dd/yyyy): **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	

	Score in %				
TS (Voice)	Week to date (17 Mar - 17 Mar)	Week 1 (10 Mar - 15 Mar)	Week 2 (3 Mar - 9 Mar)	Week 3 (25 Feb - 1 Mar)	Month to date (1 Mar - 17 Mar)
Quality Form	60	70	75	60	55
Voice of Customer	30/50	30/51	30/52	30/53	30/54
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-Reports

ReportsHome Standard **Scheduler**

New

[Expand All](#) | [Collapse All](#)

Scheduled Jobs

- Knoahsoft
 - Quality

Scheduler Name:

Description:

Select One Report: View Filter

Scheduler Enabled

Schedule Pattern

Define a schedule that runs on hourly, daily, weekly, monthly or one time basis. All times are expressed in (GMT -08:00) Pacific Standard Time.

Hour **Hour**
Run the schedule every: hours minutes

Day

Weekly

Monthly

Once

Start Time: : AM PM

Specify the date to start and optionally end this schedule.

Begin running the schedule on:

End this Schedule on:

Export Option

Report Name:

Output Type:

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*.

The screenshot shows a web application interface for 'Call Recordings'. It includes a navigation menu at the top with options like 'Home', 'Monitor', 'Evaluate', 'Coach', 'Learn', 'Reports', 'Recordings', and 'Speech'. Below the navigation is a 'Call Recordings' section with a 'Basic Search' sidebar and a main table of call records. The sidebar allows filtering by 'Record Date' (From/To), 'Work Type', 'Group', and 'Employee'. The main table displays columns for 'Play', 'Record Id', 'Employee Supervisor', 'Call Start Time', 'Call End Time', 'Work Type', 'Call Duration', 'Call Type', 'ANI Number', and 'Archived'.

Play	Record Id	Employee Supervisor	Call Start Time	Call End Time	Work Type	Call Duration	Call Type	ANI Number	Archived
	Chales_KNOAH_LVGS_7212_04262012_200712_000355_5	Chales Hill [991013]	05/16/12 20:07:12	05/16/12 20:11:07	Tech_Support_Inbound	00:03:55	Inbound	7209	No
	Scott_KNOAH_LVGS_7209_04262012_200250_000431_5	Scott West [991025]	05/16/12 20:02:50	05/16/12 20:07:21	Tech_Support_Inbound	00:04:31	Inbound	8335	No
	John_KNOAH_AABR_7203_04262012_200147_000026_5	John Bell [991003]	05/16/12 20:01:47	05/16/12 20:02:13	Tech_Support_Inbound	00:00:26	Inbound	8353	No
	Dan_KNOAH_LVGS_7266_04262012_200036_000038_5	Dan Reed [991021]	05/16/12 20:00:36	05/16/12 20:01:14	OUTBOUND	00:00:38	Outbound	6626	No
	John_KNOAH_AABR_7203_04262012_195330_000159_5	John Bell [991003]	05/16/12 19:53:30	05/16/12 19:55:29	Tech_Support_Inbound	00:01:59	Inbound	8282	No
	Dan_KNOAH_LVGS_7266_04262012_195212_000612_5	Dan Reed [991021]	05/16/12 19:52:12	05/16/12 19:58:24	Tech_Support_Inbound	00:06:12	Inbound	8265	No
	Rob_KNOAH_AABR_7269_04262012_195149_000326_5	Rob Cole [991005]	05/16/12 19:51:49	05/16/12 19:55:15	Tech_Support_Inbound	00:03:26	Inbound	8374	No
	Paul_KNOAH_AABR_7256_04262012_195120_000600_5	Paul Smith [991023]	05/16/12 19:51:20	05/16/12 19:57:20	Tech_Support_Inbound	00:06:00	Inbound	8266	No
	John_KNOAH_AABR_7203_04262012_194929_000216_5	John Bell [991003]	05/16/12 19:49:29	05/16/12 19:51:45	Tech_Support_Inbound	00:02:16	Inbound	8304	No
	John_KNOAH_AABR_7203_04262012_194156_000232_5	John Bell [991003]	05/16/12 19:41:56	05/16/12 19:43:28	Tech_Support_Inbound	00:02:32	Inbound	8349	No

Basic-Live and Silent Monitor

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

Play	Employee	Extn.	Work Type	Agent Tenure (Wks)	Call Duration	Current State	Current State Duration	Hold Count	ANI Number	Call Type	Recording
	Naveen [11000094]	11000094	OUTBOUND	0	00:00:31	Talking	00:00:31	0	09814479203	Outbound	Yes
	Pratik [11000056]	11000056	Alive_HM_Inquiry	0	00:00:32	Talking	00:00:32	0	00919967189318	Inbound	Yes
	Amit Sawant [11000005]	11000005	OUTBOUND	0	00:00:59	Talking	00:00:59	0	09637282240	Outbound	Yes
	[11000002]	11000002	OUTBOUND	0	00:00:28	Talking	00:00:28	0	08933358540	Inbound	Yes
	[11000028]	11000028	Alive_HM_Inquiry	0	00:00:35	Talking	00:00:35	0	0091888188318	Inbound	Yes
	[11000011]	11000011	OUTBOUND	0	00:00:31	Talking	00:00:31	0	09814479203	Outbound	Yes

Basic-Evaluation and Analysis

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 – 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.

QM Basic Feature Costs

5.10.2 Basic Feature Group QM Costs



Features	Monthly Recurring Charge (MRC) Per User
ACD – Agent Profile	\$31.20
IVR per Port	Included**
Outbound Dialer per Port	Included**
Basic Profile	\$ 13.00*
Enhanced Profile	\$ 19.40*
Basic Quality Monitoring (QM)	\$9.41

* 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 Features

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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- 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

Optional-Workforce Management Basic

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

QM Optional Add-On Costs

5.10.5. Optional Quality Monitoring Add-Ons

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

Add-On (QM) Features	Monthly Recurring Cost (MRC) per User
Screen Monitor	4.16
Speech Analyzer	13.49
Survey	9.00
Workforce Management Basic	27.00
Workforce Management Advanced	39.00

Recording Tab

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.

The screenshot shows the 'Call Recordings' tab in a software application. The interface includes a navigation bar at the top with options like 'Home', 'Monitor', 'Evaluate', 'Coach', 'Learn', 'Reports', 'Recordings', and 'Speech'. Below the navigation bar, there is a 'Call Recordings' section with a search filter on the left and a table of call recordings on the right.

Search Filters:

- Record Date: From 05/01/2012, To 05/17/2012
- Work Type: All
- Group: All
- Employee: All
- SearchBy: None
- Search: Search

Call Recordings Table:

Play	Record Id	Employee	Supervisor	Call Start Time	Call End Time	Work Type	Call Duration	Call Type	ANI Number	Archived
	Charles_KNOAH_LVGS_7212_04262012_200712_000355_5	Charles Hill [991013]	Lisa Cox	05/16/12 20:07:12	05/16/12 20:11:07	Tech_Support_Inbound	00:03:55	Inbound	7209	No
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	Paul_KNOAH_AABR_7256_04262012_195120_000600_5	Paul Smith [991023]	James Smith	05/16/12 19:51:20	05/16/12 19:57:20	Tech_Support_Inbound	00:06:00	Inbound	8266	No
	John_KNOAH_AABR_7203_04262012_194929_000216_5	John Bell [991003]	Ann Barnes	05/16/12 19:49:29	05/16/12 19:51:45	Tech_Support_Inbound	00:02:16	Inbound	8304	No
	John_KNOAH_AABR_7203_04262012_194156_000232_5	John Bell [991003]	Ann Barnes	05/16/12 19:41:56	05/16/12 19:44:19	Tech_Support_Inbound	00:02:32	Inbound	8349	No

End User Training - Reports

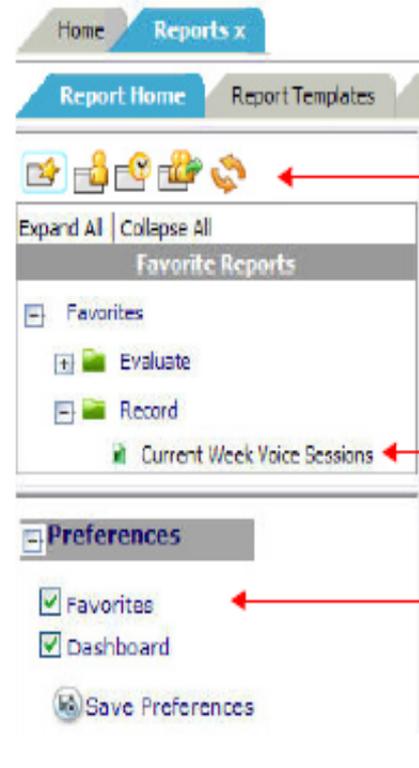
Reports – Reports Home

- 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.

		Score in %				
TS (Voice)	Week to date (17 Mar - 17 Mar)	Week 1 (10 Mar - 15 Mar)	Week 2 (3 Mar - 9 Mar)	Week 3 (25 Feb - 1 Mar)	Month to date (1 Mar - 17 Mar)	
Quality Form	60	70	75	60	55	
Voice of Customer	30/50	30/51	30/52	30/53	30/54	
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	

Reports Home - Agent

- 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.



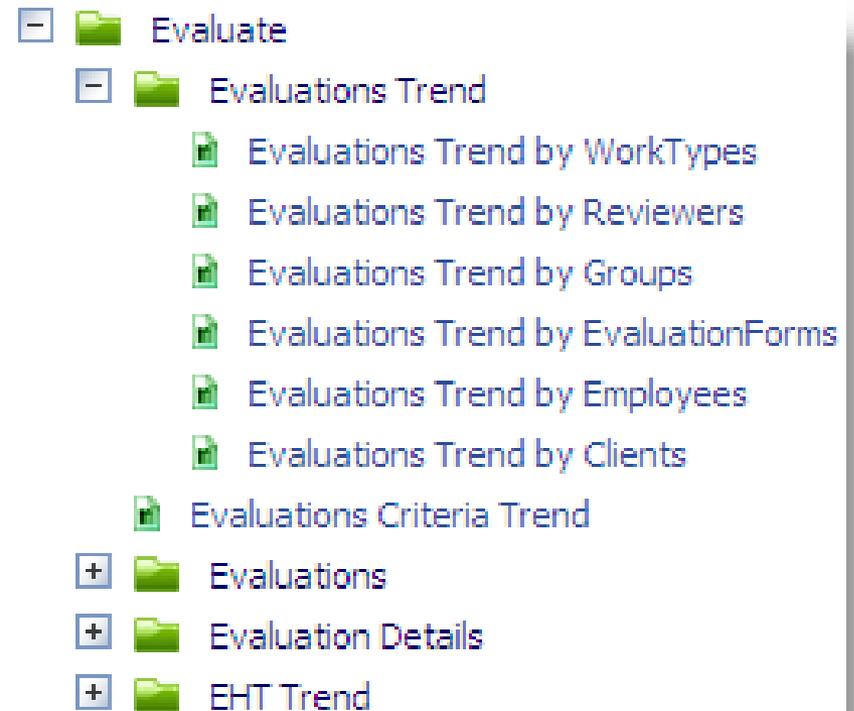
The screenshot shows the 'Reports Home' interface. At the top, there are tabs for 'Home' and 'Reports x'. Below that, there are sub-tabs for 'Report Home', 'Report Templates', and 'Scheduler'. The main content area is divided into three sections:

- Section [A]:** A row of icons for 'Favorites', 'Reports', 'Scheduled', and 'Public'. A red arrow points to these icons with the text: "[A] Click icons to launch Favorites, Reports, Scheduled, and Public reports navigational views. Refresh icon refreshes report in the main window."
- Section [B]:** A section titled 'Favorite Reports' containing a list of reports: 'Favorites', 'Evaluate', 'Record', and 'Current Week Voice Sessions'. A red arrow points to 'Current Week Voice Sessions' with the text: "[B] Click report to view in main window".
- Section [C]:** A section titled 'Preferences' containing checkboxes for 'Favorites' and 'Dashboard', and a 'Save Preferences' button. A red arrow points to the 'Favorites' checkbox with the text: "[C] De-select Favorites then click Save Preferences to remove the current report from your Favorite Reports list".

Below the 'Save Preferences' button, there is additional text: "Select Dashboard then click Save Preferences to save the current report to your Dashboard".

Reports – Templates

- 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.

Send an email to AskNGTS@CBTS.Net.