Quality Management 6.4

Overview

ZOOM Quality Management is designed to allow users in the contact center space to monitor and manage their agents' behavior when they are working with customers. Users can review conversations in all media including voice, voice with screens, e-mail and chat. Reviews can be scheduled by selecting a call manually and then reviewing it, or programming the system to select a media item automatically according to parameters programmed into the system. The data generated by this reviewing activity can be examined and analyzed in a variety of reporting platforms including dashboards, the standard out-of-the-box reports, ZOOM Performance Analytics reports and the data export.

With our solution, the Quality Management function can be transformed from a non revenue generating cost center to a profit center that drives data driven decision making and process improvement.

Feature	Description	Advantage
Evaluations		

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Questionnaires	• No upper limit on number of questionnaires • Versions • Flex grouping and setting KO and Success question • Flexible grading - 2 commonly used scoring systems are available, Points and Percentages. Scores can also be displayed with colors as well. • Access management - access to questionnaires can be limited to the users who are allowed to conduct reviews with them	No upper limit - this means that even if you have a large number of teams being reviewed on many different sets of quality standards, you can have at least one questionnaire for each team. Version controls mean that you can change questionnaires as the times changes without necessarily having to input everything from scratch again. No special technical skills required to input and amend questionnaires - so any suitably trained business user can do it. This reduces the workload for the IT Support and/or Data Management team. The flexible grading allows contact center managers to enter their scoring systems the way they like it - we adapt to your processes rather than forcing you to adapt to our feature set. Access limitation prevents the accidental scheduling and completion of reviews using the wrong questionnaire.

Feature	Description	Advantage
Conversations	• Users can play back/read Conversations • Users can search for specific Conversations (Call recordings, e-mail and chats) using a search panel which enables users to search by parameters including standard call metadata, external data and speech analytics results • Users can search for all media items in a chain of interactions that are part of a Conversation • Users can add tags and comments to media items • Users can start reviewing as soon as they have set up the review on the system. • Users can also set up self evaluations for agents to complete.	Users can search for and retrieve specific conversations based on a precisely defined set of parameters in order to address specific business problems. Users can review all interactions in a conversation and so get a complete view of the whole case. Users can use these tags as markers to identify items for deletion or anonymization as part of GDPR compliance processes. They can also use them to identify items for calibration/disciplinary action etc. The "Quick review" process allows users to select a call and review it "on the fly" allowing for results to be produced in the shortest possible time. Self evaluations can be included inn a calibrations process or as part of a more advanced coaching process.

Feature	Description	Advantage
Review Scheduler	• The Review Scheduler can be programmed to select items from the recorded calls or other databases according to the pre-set parameters - which can be saved in the system. • The system has a reminder functionality where the user can specify the deadline and when the reviewer needs to be reminded that a Review needs to be completed • Users can also configure the system using a "repeat" section to generate reviews automatically on a regular basis	Where users want to refine their selection of media to select sample data to address a specific business problem, they can do so here and ensure that their selection will be used on a regular basis to generate data of high quality for statistical research. Where there is one Quality Manager, but reviews are done by operations team leaders or other employees for whom QM is not the prime task, the Quality Manager can set up the selection criteria on the Review Scheduler, and also a reminder before the deadline to ensure that users will complete their reviews on time. The review scheduler is intended to reduce the time spent by agents looking for recorded calls to a minimum, and also to reduce the time spent programming the system to find calls to a minimum. This is done by automating the search process using the parameters and also by allowing users to get the system to automatically run the search during every review cycle, so eliminating the need for regular human input when scheduling reviews.

Feature	Description	Advantage
Evaluation Process	• Users can find one or more media items (Conversations) on the Review Form - they can start reviewing each one with a single click. The status indicators will tell them which one has been reviewed. • The grading form is a user friendly space to conduct reviews • The grading form allows users to make notes which are related to individual questions or make more generic comments for the whole contact center. • The Reviewer can decide to make reviews visible or not visible to agent through the agent's own profile.	Reviews can include one or more media items to cater for customers who like to do one monthly review and then send the results, with an average value, to the Payroll dept. to calculate bonuses etc. The learning curve for a new Quality Analyst to start using the system is not very steep, so training can be accomplished in hours rather than days. Where contact centers have one person reviewing the media, and another person giving feedback, this allows the reviewer to also record the reasons why a certain score was given for this question. Some organizations encourage agents to use the tool to find and study their own review results. There are certain situations, where results are exceptionally poor or of such a nature as to attract disciplinary measures, when it is better not to allow agents to see the results unsupervised where their reactions may distract the rest of the team from working.

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Review detail report	• Accessible from the Review List by agents who are reviewed, reviewers and other parties with access to this data. • Contains 4 sections - Review details, Media details - which include a link to the recording where the media was a voice call and screen recording, details of the form including the questions texts, the answer texts and the score going with each answer and finally the notes and final score. • Can be printed and contains lines for signature • Can be exported to Excel.	Allows users to view the results of the review in an easily understood form. The link to the recording allows the users to quickly and efficiently go back to the source recording in order to further their understanding of the results of the review where necessary. The signature line on the printed hard copy allows for reviews to be stored as evidence by HR departments in the event of disciplinary proceedings. The data can be exported to excel for further analysis outside the application.
Feedback	• The evaluation results can be send to the agent in form of a feedback. • The evaluated agent can choose to accept or take action against the evaluation. • Users can change a completed evaluation for example if an agent successfully appeals the results of a negative evaluation.	Sending evaluation feedback is an essential method of coaching and training. A fairness tool which allows an agent to appeal an evaluation. Remedy tool in case of incorrect evaluation.
Reporting		

Feature	Description	Advantage
Dashboards	• These are a set of basic easily configurable reports that each user can configure onto a personal dashboard that can contain up to 20 separate reports. • These reports include 4 types of league table (High scoring groups, high scoring agents, low scoring groups, low scoring agents), pie charts, trend reports • All dashboard reports are based on floating date ranges	Technical knowledge not needed for users to configure these reports. Users can configure and "tear them down" in a matter of minutes. These reports are intended to give busy supervisors on the calling floor easily accessible data which they can use to make instant decisions. Stack ranking on league tables allow users to quickly prioritize training and coaching, while other reports allow users to understand how widespread issues might be and how long they have been going on. Floating date ranges mean that all reports are always up to date and no extra work is needed to input the correct search parameters.

Feature	Description	Advantage

Out of the box reports in the reporting folder	• These reports include:
	  ○ Agent skills - report on an individual's performance over time
	  ○ Compare Teams and Agents - report on a group's performance over time
	  ○ League table - a stack ranking of agents and team's performance based on average scores between two ends of a date range
	  ○ Compare evaluators - a report that compares the performance of 2 or more reviewers of the same agent
	• All data can be exported to Excel
	• The reports contain links between them so users can drill down from one report to another EG: From Compare Teams and Agents to Agent Skills
		These reports allow users to conduct some data analysis to conduct basic root cause analysis and make data driven training and coaching related decisions.
		
		Users can spot negative trends and nip them in the bud before they create insurmountable problems for the contact center.
		
		Users can conduct further analysis and synthesis with other data outside the application
		
		Users can use the internal links and drill down to conduct "on the fly" root cause analysis when they spot anomalies or potential issues.

Feature	Description	Advantage
Data Export	• Review data exported in easily analysed format with media sample details down the side and review parameters, external data and review question and answer details across the top. • Exports come in .csv or .xlxs form • A wide range of selection parameters can be used to narrow the export down to relevant reviews only • Data can be delivered to non ZQM users using e-mail addresses • Repeat delivery features plus floating data range in the data filters mean exports can be generated automatically according to a regular schedule • Exports can also be deleted automatically from the main file store.	Analysis can be as simple as setting up filters on the spreadsheet or the data can be imported to a database engine such as MS Access These are the 2 most commonly used file formats for data analysis in the world. Recipients of exports do not have to be users of the ZQM system, so saving a licence fee. Delivering the exports by e-mail ensure that the data is at least protected by e-mail security measures once it is out of the application. Automated delivery means that regularly produced reports can be produced with reduced manual intervention. Automated deletion ensures that sensitive data is not longer available and likely to fall into the wrong hands.
Direct link to ZOOM Performance Analytics	All ZOOM QM Suite data are processed and visualized by ZOOM Performance Analytics. and presented again within the ZOOM Quality Management User interface.	All ZOOM QM data are available in ZOOM Performance Analytics in 100+ out of the box reports in the ZPA Core version, ready to be correlated with data from other sources in the ZPA Advanced version.
Complementary Quality managements tools		

Feature	Description	Advantage
E-Lerning	Effective set of tools for managing the transfer of knowledge to Contact Center agents or employees through custom made training modules. The achieved results are presented within a built-in reporting tool. *This feature requires separate license. For more details, please see the dedicated product sheet.*	Operational knowledge transfer planning and employee training tool.
Live Monitoring	Live Monitoring is a tool which allows authorized users in the Contact Center to see a list of calls in progress and to listen in to the call in real time. Live Screen Monitoring enriches the live monitoring option by allowing the observation of agent action on the computer desktop. *This feature requires separate license. For more details, please see the dedicated product sheet.*	Discover the strengths and weaknesses of agents, understand more deeply the interaction flow and the way agents are using internal systems.
Customer Surveys	Customer Surveys module provides an effective solution for capturing and analyzing customer feedback, all information collected through the survey are stored in form of automatically created evaluation within the Quality Management application. Results collected in the stored evaluation are available for further analysis and reporting. *This feature requires separate license. For more details, please see the dedicated product sheet.*	Opportunity to collect customer feedback and analyse it. Special NPS questions and reports are also available.
Security and Compliance		
User interface available in 16 languages	The ZOOM Quality Management application is managed and used via its web User interface, which is available in 16 languages.	Users who are native speakers of one of 16 languages including English, Spanish, Portuguese, Arabic and Russian can use ZQM without having to learn English first.

Feature	Description	Advantage
Role management	There is a set of user groups equipped with all necessary system permissions and rights according to typical user roles within a Contact Center. The Roles are: • o Agent - has typically access only to his/her own interactions and results o Team Leader - can see and manage agents in his/her group o Supervisor - same as team leader but for more groups o CC Manager - full access to all views and reports o Compliance Analyst - permissions to manage data life cycle and compliance settings o IT Administrator - full access to all settings	Facilitates and speeds up secured and audited user management and application administration.
User and Group management	Enables enterprises to strictly define access rights and action permission in ZOOM QM Suite for every single user.	Ensures separate teams do not have access to each other's QM data.
Integration		
IP Contact Center Synchronization	Out of the box connectors for Cisco Systems UCCE and UCCX and Genesys.	Synchronization of user databases considerably reduces the database maintenance tasks IT support staff have to do.
Directly connected with ZOOM Speech Analytics	ZOOM Speech Analytics Tags are presented in the Quality Management environment, making it easy to search interactions of interest for quality control.	Improves and reduces time of the Quality Assurance process.
Evaluation forms		

Prerequisites	
Physical or virtual server machine to host the application	For sizing please check the official ZOOM documentation
ZOOM Quality management Suite ISO	6.4 or higher
Quality Management license	Active

User hardware minimum requirements	
Hardware	Any device and any OS supporting the following web browsers and players:
Web browser	• ○ **Google Chrome -** latest available version supported ○ **Internet Explorer 11 -** latest available version supported ○ **Mozilla Firefox -** latest available version supported
Other components	• Java: the latest Java update is recommended. • Internet Explorer requires additional configuration in order to play back calls from the ZQM Web Interface. • Media player: MS Windows Media Player, VLC, QuickTime Player.