

Embracing the Latest Features of Monitoring and Recording Solutions



Quality Monitoring and Convergence

Quality monitoring software, an essential add-on to call recording solutions for agent evaluation, is changing rapidly, too. One major trend involves its convergence with other contact center applications to provide a unique insight into all contact center processes. These new systems are called Workforce Optimization Suites.

Another recent trend involves the active inclusion of agents by integrating eLearning material and training calls with best- and worst-practice scenarios. In its new quality monitoring solution, INSPIRATIONpro, ASC includes a training module as an essential element within the whole quality assurance process.

A quality alarm option is activated when the skill level, as scored by a supervisor or a customer, falls below a defined threshold, and an appropriate eLearning package is automatically pushed to the agent's desktop.

Agents are included proactively into the quality process through a feedback module. Within INSPIRATIONpro, they may evaluate their own sessions or score training lessons. Asking for input makes agents feel like part of the team and gives supervisors or trainers new insight.

Quality Monitoring Technologies

Quality monitoring fulfills a basic need for contact centers. Of course, a trainer must create a snapshot of the center instead of listening to every call. Normally, agent calls are either good or average; some may be very good and some very bad.

So besides the "snapshot," a trainer wants to find these extreme calls, primarily for training sessions because they can be more helpful than a two-hour eLearning course.

ASC mainly uses two different technologies to find them. The first involves emotion detection to identify anger in conversations. The second uses keyword and phrase spotting together with added intelligence to find topics such as termination of an agreement.

The ultimate in speech analytics involves speech-to-text transcription and the development of artificial intelligence. INSPIRATIONpro analyzes the structure of best- and worst-practice calls, and then selects new ones entirely on its own.

Other quality monitoring technologies derive from the software market in general. Programming techniques from the Web 2.0 movement, such as AJAX, make Web-based applications more user-friendly and mitigate the difference among common client/server applications.

In addition, the virtualization of contact centers and the IT environment lets contact centers use different locations (for example an offshore center), but represent it as a single unit to the outside world. ASC facilitates this trend by running its products in virtualized environments such as VMware with server virtualization.

ASC also offers all its solutions as "on-demand services" from a central location thus avoiding the need to invest in costly infrastructure that may soon become obsolete. On-demand services provide recording and quality monitoring like water from a tap.

Conclusion

The transition to Workforce Optimization is still incomplete. The whole contact center industry is adopting a process-centric approach with nearly unlimited potential. In the future, quality monitoring solutions will work in combination with strong speech analytic capabilities and with integrations to other data sources within the organization to become a valuable data source for the entire enterprise. CP

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Although many contact centers still focus on traditional telephony models, most have become convinced of the multiple advantages of Voice-over IP (VoIP) because it uses the same network infrastructure for both data and speech, thus reducing investment and maintenance costs dramatically.

It is easier managing VoIP systems because their browser-based configuration tools work for both IP phones and PBXs. Telephone charges for long-distance calls are lower with increased operational flexibility for help desks and remote access. VoIP offers reduced deployment costs from a combined, enterprise-wide infrastructure and increased productivity from converged applications.

A recording solution must facilitate the steady transition from pure TDM to VoIP solutions. For example, ASC's MARATHON EVOLUTION recording system can process up to 240 channels for TDM recording but can replace them with VoIP recording channels one at a time.

In addition to this smooth transition, an effective recording solution must integrate seamlessly with all other contact center systems and infrastructure to ensure frictionless operation.

When choosing a recording solution, buyers must carefully analyze compatibility with the company environment as well as product features. Many PBX and IP phone vendors offer certification programs for third-party applications, and their approval is generally awarded only after a rigorous series of tests and specific modifications by the recording provider. ASC has participated in several certification programs offered by PBX vendors.