



Liberty Workforce Optimisation

Optimise the performance of management, employees, processes, systems and customer experience.

Tailoring a range of collaborative solutions that seamlessly work together to support your business needs while delivering on your goals.

Successful organisations seek to continually deliver a better service to customers while reducing their costs and improving productivity.

Effective workforce optimisation (WFO) requires a mix of activities and tools:

- Utilise call recording, speech-interaction analytics and post interaction surveys
- Improve agent effectiveness
- Obtain a 360-degree real-time view of performance



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IMPROVE OPERATIONAL PERFORMANCE

You need your agents to be in the right place, at the right time to meet the contact centre traffic demand curve, training and team meetings.

You need call and media contacts to be routed intelligently, flexibly, and with little or no or IT involvement or requirement.



Do you need to...

- Improve measurement and visibility of operational performance of your contact centre?**
- Meet operational goals/KPIs of your contact centre?**

YOU WILL BE ABLE TO -

- Have cost-effective teams with the right skills, in the right place to answer customer queries while meeting your service level requirements
- Ensure your teams adhere to your detailed planning, delivering positive outcomes for customers and the organisation
- Smooth demand peaks and troughs by moving contact responses within your service levels, and improve productivity
- Manage channel shift and monitor transaction costs, highlighting repeat contacts
- Deploy a user-friendly integrated platform of products with single sign on that reduces training and administrative time
- Monitor and manage transaction costs supporting channel shift and efficiency savings
- Manage staffing and overtime costs more effectively and save between 5% and 15%

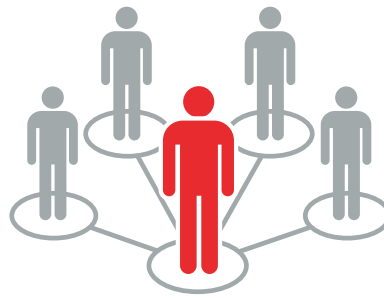
HOW WE CAN HELP

To support these goals or read more refer to the product listing.

- QMax™
- Liberty™
- QueueBuster®

ENHANCE CUSTOMER ENGAGEMENT

You need the ability to respond quickly, flexibly, and within legal and ethical constraints, to unexpected peaks in demand or external environmental events that affect agent numbers in your contact centre.



Do you need to...

- Provide visibility, improve, and enhance end-to-end customer experience?**
- Monitor quality across your organisation?**
- Identify agent training needs?**

YOU WILL BE ABLE TO -

- Collect feedback while adhering to Payment card (PCI) and data protection (DPA) regulatory requirements
- Gain valuable insight into what customers think about your organisation and its products and services, mould and shape your future engagement with them
- Identify ways to reduce average call handling (AHT) time and improve first call resolution (FCR)
- Achieve early insight into employee training and coaching needs, correct potential concerns as you effectively support their development
- Reduce and avoid the high supervisor cost of managing customer complaints
- Automate regular reporting on a daily, weekly or monthly basis to track both agent and evaluator performance, scoring and training needs
- Swiftly identify and investigate any expressions of dissatisfaction or formal complaints for dispute resolution
- Increase first call resolution
- Proactively contact customers with reminders about deliveries or appointment

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

Survey
Quantify™ QM
Single Customer View
Agent Guidance

Liberty™ Business Process Management
Proactive Outbound Applications

EMPOWER AND ENABLE AGENTS

You need to allow a progressive quality management program, allowing the agents to participate in their own scoring and advancement.

You need the tools available to you to compare what you and your agents think of their performance, and what your customers think of their performance. You then need the ability to fairly benchmark those findings.



Do you need to...

Need to motivate agents to drive performance?

YOU WILL BE ABLE TO -

- Motivate agents to recognise that their participation is central to their performance reviews
- Provide objective measures against which they can benchmark and improve their performance
- Encourage involvement through the use of self-service dashboards
- Improve morale and reduce agent churn by proactively identifying training needs and recognising great performance
- Provide self-help automated coaching, e-learning, and scoreboard assessments to transfer knowledge and best practices
- Reduce shrinkage with highly motivated teams with participatory focus and goals
- Automatically select interactions for analysis based on business rules. Interactions should be chosen based on outcomes, durations, and customer survey results
- Integrate with speech analytics which enables automatic selection of calls for quality management (QM) based on compliance terms or other key words and phrases

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

QMax™ Agent desktop adherence & dashboards

Quantify QM™

RECORD CONTACTS ACROSS CALLS AND SCREENS

You need the ability to see what in-contact processes may be inefficient or problematic for the majority of your agents, and equally identify those agents who find certain process elements difficult.



Do you need to...

Monitor your recording policies to keep up-to-date with regulations?

YOU WILL BE ABLE TO -

- Capture, store, replay and analyse all required mixed communication types across your contact centre for quality monitoring, agent performance evaluation and assessment of training needs
- Quickly and accurately search recordings for spoken words and phrases. Users will find the search very simple to use even when needing to construct a very complicated search. The user interface (UI) simply requires English language input. The solution uses advanced search technology to deliver high rates of success
- Retrieve calls based on metadata and spoken words and phrases
- Quickly retrieve calls for investigation and auditing
- Seamlessly integrate with a range of telephony including MS Lync (Skype for business), Unify, Mitel®, Cisco® and Avaya
- Be confident in your investment knowing that we have robust developer partner programmes that test our interoperability and compliance to external standards

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

Quantify™
Quantify™ AudioSearch
Quantify™ Screen

Data Capture
Quantify™ PCI Suppression



PERFORMANCE MONITORING

You need to know that the scoring of agent performance and analysis of process gaps is set against a consistent and uniform framework.

Do you need to...

Measure the effectiveness of coaching?

YOU WILL BE ABLE TO -

- Enable contact centre managers and supervisors to provide agents with objective 'real-time' coaching and assistance
- Customise scoring templates and weighting methods to ensure they meets your assessment needs
- Develop and maintain standardised scoring methods through the use of online prompts for supervisors
- Improve time utilisation with efficient assessment workflows
- Deliver scheduled automated recording samples to supervisor workspaces ready for assessment
- Monitor agent activity real-time by department or team and where necessary, conduct rules-based agent sampling for assessment
- Use Screen Capture together with the playback of a voice recording for QM or compliance, so that you can hear what they're doing and also see it on-screen too
- Maintain quality monitoring on the increasing number of non-voice transactions, currently an average of 30%
- Initiate coaching actions for supervisors or automate online training requirements for agents needing only minor refresher information updates

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

Quantify™ QM

Quantify™ Live Acquire

Quantify™ AudioSearch

Quantify™ Screen Data Capture

Survey

Proactive Outbound Applications

Liberty™ Business Process Management

Agent Guidance



Can you quickly and easily...

Reconstruct any events that may have led to a customer complaint?

RECONSTRUCT EVENTS

You need the ability to see ensure a full audit of any event enabling you to manage and resolve customer disputes and conduct internal investigations effectively.

YOU WILL BE ABLE TO -

- Tailor your research using search for words *spoken* and *not spoken* in calls, restrict the audio search to a set duration at the start and end of calls, plus adjust the minimum confidence level to return more accurate results
- Rapidly collect incident data needed to review by using recordings captured across multiple channels
- Build a visual timeline of events and replay all recordings sequentially or concurrently
- Support mapping of your customer journey using real examples to analyse hitches or concerns and then eliminate any inefficiencies
- Understand the best, and develop online refresher training for experienced agents using the insight gathered from best practice
- Provide new starters with the maximum potential for success as you support induction training. Boost their confidence as you help them to get it right in a safe and comfortable environment
- Retain important calls in secure storage where they are held indefinitely, as they are exempt from a standard retention cycle

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

Quantify™ Event Reconstruct

Quantify™ CallSafe

Quantify™ IQ



COMPLIANCE AND RISK MITIGATION

You need to know if any regulatory compliance rules have been broken during call or media contacts, or whether any corporate rules are being flouted.

How well is your...

Organisation prepared for an audit? What would failure to comply with regulations mean for your organisation?

YOU WILL BE ABLE TO -

- Provide an accurate record of business activity for record-keeping
- Monitor employees for adherence to procedure, policies and regulations
- Rapidly and easily retrieve calls for investigation and auditing
- Schedule automatic or allow manual suppression of audio and screen recordings for compliance with PCI data security standards
- You will be able to Provide an indisputable record of “who” said “what”
- Have confidence that recordings are secure, knowing they are stored in a proprietary frame-based format and authenticated to prove that they are tamper proof

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

Quantify™.

Quantify™ AudioSearch

Quantify™ Screen Data Capture

Quantify PCI Suppression



HARNESS A 360° INTELLIGENCE VIEW

You need the ability to frame the trends and concerns of feedback, given to agents, or business analysts, in a positive and evidential way.

You also need the ability to track the success of any changes that are made as a result of this information.

Do you need to...

- Quickly and easily collate and analyse data from many sources to show a holistic view of customer contact?**

YOU WILL BE ABLE TO -

- Collect, correlate and analyse contact centre data from many sources, extracting valuable management information and insights
- Manage risk across the organisation
- Monitor trends and use rules-based intelligence to trigger activities and work flows
- Provide insight into back office actions and work practices, identifying how performance will be improved and where training is needed
- Report accurately in real-time on dashboards available from any device
- Mitigate risk as you manage, monitor and record-keep processes such as treating customers fairly (TCF) or internal regulatory internal assessment such as Data Protection Act (DPA) or ISO Information Security

HOW WE CAN HELP

To support these goals or read more refer to the product listing.

Business intelligence hub

Liberty™ Business Process Management

PROVIDING VISIBILITY AND CONTROL

The solutions all play nicely with your existing solutions, extending your current investment in legacy infrastructure.

The connectivity includes, flexible application program interface (API) on session initiation protocol (SIP) with full computer telephony integration (CTI).

These solutions can be deployed separately or as suite, resulting in a lower total cost of ownership (TCO), consolidation of supply and improved ways of working.

Agent Guidance - Uses snippets and a knowledge base, combined within scripting, to support effective resolution of every query; extend soft skills training to maximise effective contact resolution and staff productivity.

Business Intelligence Hub - Leverage multiple data strands from your various systems and find cross-system patterns, trends and relationships. Trigger dynamic automated and semi-automated processes, alerts and updates. Rich and deep data analysis enables you to achieve exponential efficiency and productivity outcomes.

Liberty Customer Business Process Management (BPM) - Stay ahead of the competition. Optimise your operations and streamline business processes to enable you to reduce cost, generate revenue, improve productivity and enhance your customer experience. Harness the data, message your Business Intelligence Hub to gain further insight and productivity.

Liberty™ - Provides a universal queue with common configuration and reporting across all media types and benefit from improved performance, reduced administration, and enhanced management information provides an integrated platform for data from multichannel contact handling.

Proactive Outbound Application - Automate and personalise bi-directional process-driven communications and alerts; enable customers to easily remain up-to-date and inform you of any changes to their case or circumstance.

QMax™ Agent - Desktop, adherence and dashboards provide agents with the ability to self-serve, including being able to review shifts and make swaps with colleagues, request holidays or other absences. The notification functionality enables the resource planners to notify agents of changes to schedule real-time.

QMax™ - provides multichannel forecasting including 'what if' scenarios, multi-channel scheduling accompanied by resource management optimisation strategies. Real-time dashboards support the here and now so you can monitor your operation whilst on the move.

Quantify QM™ - effectively manage call assessment, management, create customised scoring forms and automatically sample calls for assessment. Identify trends and agent training needs while you enable agents to self-score their performance.

Quantify™ AudioSearch - quickly and accurately search large volumes of spoken audio content for investigation, dispute resolution, and call and transaction validation together with compliance checking.

Quantify™ CallSafe - locks down important calls and places them into a secure network storage, where they are held indefinitely.

Quantify™ Event Reconstruct - quickly reconstructs incidents from multiple sources to compile evidence needed for auditing, disclosure and compliance.

Quantify™ Live Acquire - enables you to listen to calls as they happen, provides analysis and support.

Quantify™ IQ - a range of customizable widgets enables a snapshot view of local and remote recorder activity, allowing you to monitor performance and spot unusual behaviour.

Quantify™ PCI Suppression - comply with PCI DSS security standards through automatic or manual suppression of customer card payment details from audio and screen recordings.

Quantify™ - records mixed communication types such as TDM, IP, VoIP, SIP, H323 and analogue channels, enabling you to monitor performance and ensure compliance.

Quantify™ Screen Data Capture - ensures the capture of all screen-based customer contact for quality monitoring, agent performance evaluation and assessment of training needs.

QueueBuster® - smooths call peaks and troughs with real-time and scheduled call backs.

Single Customer View - provide a 360° view on general processes or individual contacts. Cross reference disparate systems such as survey response with call scoring in the QM suite.

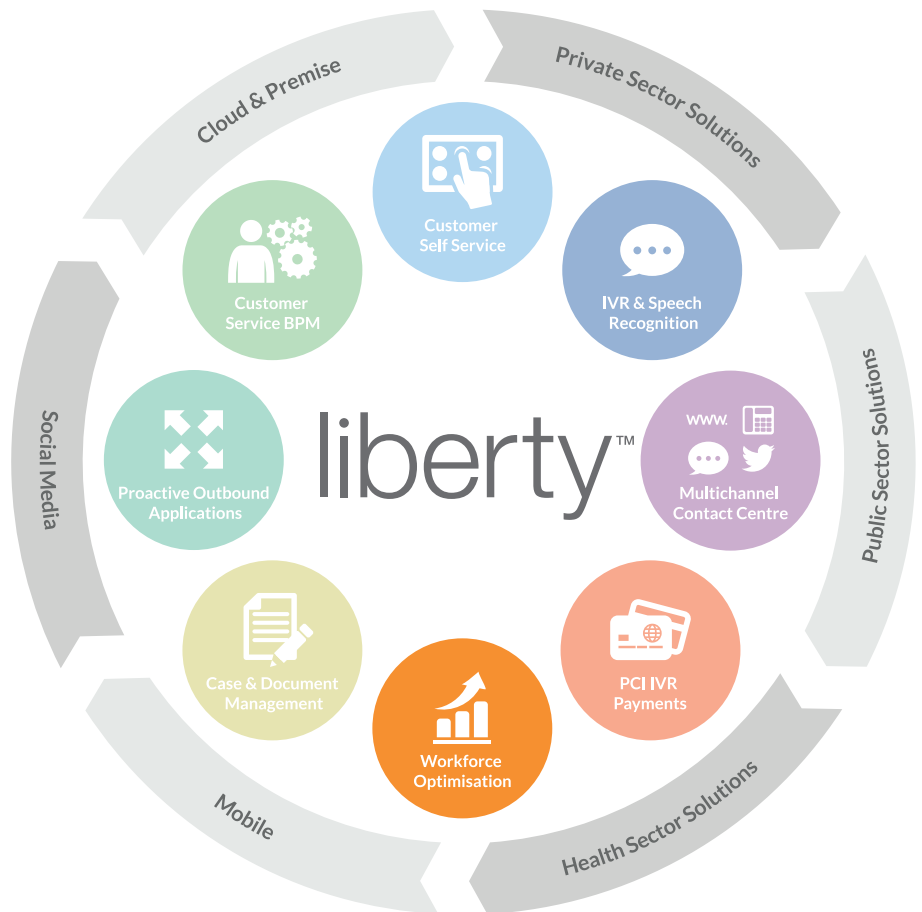
Survey - collects data using automated outbound calls, post-call processing or as a web-based portal, and the survey response can be cross referenced against the call scoring in the QM suite.



To deliver some elements of our workforce optimisation offering we use our technology partner Red Box Recorders.

Red Box Recorders is a leading provider of voice and data recording solutions. Trusted worldwide, the company's Quantify Recording Suite enables organisations to capture and analyse communications for compliance, workforce optimisation and incident reconstruction.

Red Box Recorders comprehensive solution is highly connective, secure and resilient, feature rich, flexible and easy to use.



Visit www.netcall.com/liberty to discover more, or call us on 0330 333 6100 and say “Transforming Engagement”.

Netcall is one of the UK's leading providers of end-to-end Customer Engagement Solutions.

Our software product suite provides compelling solutions that are transforming customer engagement, including Multichannel Contact Centre, Workforce Optimisation, Proactive Outbound Applications, Customer Self Service, IVR & Speech Recognition, PCI IVR Payments, Case & Document Management and Customer Service Business Process Management. Our tailored solutions are available on-premise, cloud or a hybrid blend of both.

Netcall's customer base contains over 700 organisations in both the private and public sectors, including over 70% of the NHS Acute Health Trusts, major telecoms operators and leading commercial organisations across many sectors. We help organisations to transform customer experience and deliver operational efficiencies, building brand loyalty and profitable growth.

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