Call Recording and Quality Management

Quality Management Suite (QMS)

Integrated with Microsoft Teams

Solution Overview & Functionality

Enghouse Call Recording and Quality Management (QMS) ensures that you capture the "Voice of the Customer" to quickly identify recurring customer complaints, potential security issues, threats or unauthorised commitments – and it provides you with a secure, certified recording.

Benefit from: Synchronised and aggregated voice and digital channels in a single stream, enabling the organisation to hear what is being said and how, while viewing the agent's desktop activity for real-time coaching or analysis

- Now natively integrated with **Microsoft Teams**
- Call, screen, text recording with indexed keywords, simplified search
- Automatic stress level assessment, tone analysis, cross talk
- Conversation clarity and script adherence flagged in real-time
- Predefined scorecards facilitate agent evaluation and training
- Speech-to-Text transcription (99% accuracy), automatic speaker ID'd
- Text analytics help extract insights from customer interactions
- Encrypted cloud storage (AWS, Azure, etc.) provides operational flexibility
- **Multi-tenant capable**

Target Users

- **All Contact Centers**
- Retail Banking, Credit Unions
- FI's, Brokers, Insurance
- Healthcare Organisations
- Legal Aid/Counselling Services
- Local, State Governments
- Online Retail
- Emergency Services
- BPO Multi-tenant capable

Use Cases

- Regulatory Compliance
- Loss Recovery
- Dispute Resolution
- Voice Capture for ID Validation
- General Call Recording
- Abuse/Threat Evidence
- Confirmation Buy/Sell Orders
- Monitor and Coach Agents

Benefits

- Standalone or Integrated
- On-Premises or Cloud
- Distributed Architecture
- Single/Multiple System Connect
- Onsite or AWS/AZURE Storage
- Full Data Encryption
- High Availability, Easily Scalable
- Reliability – Across the board
- Cloud – Business Continuity
- Frees up IT