



CYBERTECH EVALUATION APPLICATION

OVERVIEW

The CyberTech Evaluation Application is a value-added quality and efficiency monitoring solution. The system combines call and screen recording with an evaluation function in a single integrated solution that can play a major role in improving customer service in call centres of any size.

The application complements the CyberTech platform, the first open and secure recording solution that is designed to use industry standard hardware and software. This best-in-breed technology is in use by the world's leading financial institutions, governmental and public safety organizations and call centres. By taking advantage of commercial off-the-shelf (COTS) hardware and customers' existing network storage devices, this future-proof solution for the capture, storage, retrieval and playback of voice, radio and data communications provides unsurpassed functionality while reducing an organisation's total cost of ownership.

With the introduction of evaluation, and particularly when combined with CyberTech screen recording, CyberTech now offers the most complete picture of every call to identify where and how performance can be improved.

FEATURES AND BENEFITS

The CyberTech Evaluation Application uniquely brings the following capabilities and benefits to workflow processes:

- **One integrated application** for CyberTech voice recording, screen recording *and* evaluation
- **Simple creation** of project campaigns, evaluations and reports
- **Evaluate and add** additional remarks to a call in the same window
- **User-friendly application** with familiar look and feel
- **Low cost of implementation** derived from compatibility with standard hardware and software
- **Evaluation forms** with configurable sections
- **Share forms and sections** among users
- **Set up a schedule** to select recorded calls and screen recordings for evaluation
- **Design custom forms** with sections, questions and configurable answers
- **Create evaluation projects** by assigning calls to be assessed, along with forms to supervisors
- **Generate graphical reports** on evaluations and call statistics.

The screenshots illustrate the application's workflow. On the left, the 'Screen recording' window shows a call in progress with a 'Screen player' and 'Audio player' interface. The 'Quality monitoring' window displays an 'Evaluation form' with questions such as 'Corporate greeting given?' and 'Ticket booked correctly?'. The 'Evaluation report' window shows a bar chart titled 'GROUP/USER OVERALL AVERAGE SCORES' with a callout for 'Group 10: Agents' showing an average score of 71.11%.



WORKFLOW AND FORMS

When specific calls made at an earlier time require evaluation, manual selection can facilitate more detailed QM. This feature enhances ready evaluation of, for example, all calls from a specific customer or agent for additional review and analysis.

- A defined number of calls can be retrieved by day, week or month
- Users can designate recording of voice calls only, screen recordings only, or both.

CyberTech Evaluation Application evaluation forms can be created so that they follow the workflow. Their features include the ability to group questions by relevance and other criteria. Scoring answer types may be set to Yes/No, to flexible scaling, or to 'Not Applicable.' Additional fields may be included, if desired, to capture supervisors' or agents' remarks or for other QM measures.

- Score display options include: continuous display of the current live calculation, only after completion of the form, or not at all. The scoring result is displayed as a value between 0 and 100 percent.
- Forms can be exported to a file, which can be e-mailed, printed or otherwise processed.
- Questions can be stored to a library. This enables easy and flexible re-use of questions.
- For maximum flexibility in scoring, a weight factor can be assigned to each section and for the questions within a section. By giving critical questions the highest weight factor, a low score on those question will always result in a low total score.

PROJECTS AND REPORTING

By assigning a selection of calls and evaluation forms to a supervisor, a project or campaign is created. When a supervisor logs in, evaluation of the assigned calls can be started. Projects may specify that calls are to be evaluated only once by a single supervisor, or multiple times by several supervisors. Scores can then be calibrated among Supervisors.

Project outcomes may be captured and reported via a comprehensive range of graphical evaluation types that deliver high levels of management information.

Standard layouts and templates are available to generate reports on individual agents, agent groups, projects and forms. Alternatively, users can define the parameters for a wide range of custom reports, and for deeper drill down to analyze data in greater detail, and to capture call duration, number of calls and more.

SUPPORT

CyberTech solutions are installed and supported through a global network of specialists with advanced technical training. Support is available globally in real time.

QUALITY MONITORING COMPARISON

CyberTech Evaluation	Other QM Solutions
Easy to use	Complex to use
One application	Separate applications
Integrated in recording solution	Locally integrated with recording
Entirely Web based	Heavy client applications
For any size call centre	Only for large call centers
Integrated screen recording possible	Not always with screen recording
Affordable	Expensive

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