

Quality Management

Hosted Call Center Solutions



USAN Quality Management provides essential call logging, recording and quality monitoring capabilities to meet your regulatory requirements and improve your customer facing processes. USAN's call recording is a quality management solution that allows interactions to be stored, evaluated and analyzed. The ability to record calls give contact center managers the tool necessary to resolve or dispute a customer interaction, evaluate and train agents, confirm agreements and protect their organization against errors.

Deliver Repeatable, Best-in-Class Interactions and Enable Process Improvement Across the Enterprise

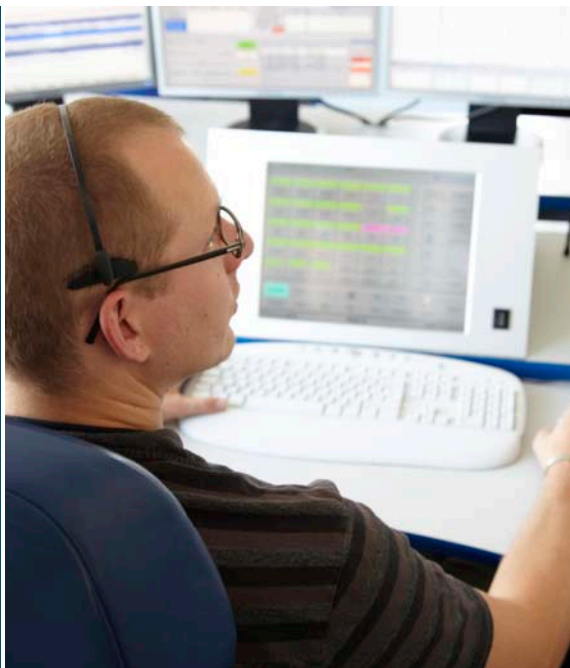
In your contact center, there are examples of great customer experiences being delivered by your agents every day. The key is making these experiences repeatable, reinforcing these best-in-class interactions with individual agents and sharing the experiences with other agents in the contact center. USAN Quality Management offers the ability for supervisors to identify best-in-class interactions to share with agents. This helps your agents observe how their colleagues deliver a great customer experience, enabling them to learn from the desired behavior immediately.

Empower Agents and Customers to Become Quality Advocates

There are two people in the heart of every customer interaction, the customer and the agent. Directly engaging these groups in the quality process can help you to identify the broken processes before they become critical business issues. Your agents can participate in the quality process by flagging interactions to be recorded and reviewed by their supervisor. Once a customer interaction is recorded, the browser-based user interface allows you to search, review and grade recordings from any location. Integrated security features help you create user definitions that enable individuals to access only those recordings for which they have responsibility and then agents, supervisors and quality assurance professionals can grade and comment on specific recorded interactions.

USAN Hosted Contact Center

- Over 20 years in hosting experience
- Best-of-Breed, Fully Functional, Integrated Contact Center
- USAN Automated Call Care
- USAN ACD
- USAN IP PBX
- USAN Outbound Dialer
- USAN Workforce Management
- USAN Quality Management
- USAN Advanced List Management



Leverage Robust Recording Capabilities

USAN Quality Management helps pinpoint the right customer interactions to record and evaluate those interactions to subsequently drive improvements to people and processes. The product's recording cache capabilities enable you to record 100 percent of customer interactions as a precaution, with the flexibility to apply business rules to archive only those customer interactions relevant to compliance requirements, resulting in lower long term storage costs. With USAN Quality Management, you can record both the voice and data portions of your customer interactions. Recordings can be initiated by invoking a dynamic selection of business rules defined to target specific types of customer interactions or you can record every call, a percentage of calls, or calls on demand.

Increase First Call Resolution

USAN Quality Management can make identifying reasons for repeat customer calls easier than ever. Using specific call disposition codes as a guide, your staff can easily classify recordings into first call resolution types. The balance of the recordings can carefully be graded to identify root cause and ultimately to alter processes and behavior to increase first call resolution.

Enhance Cross-sell and Up-sell Opportunities

The quality monitoring capabilities within USAN Quality Management can help you identify new revenue opportunities. By utilizing business data in association with the customer interaction recording, you can precisely identify and evaluate specific high value customer interactions, providing the ability to deploy new sales tactics and strategies as appropriate.

Ensure Regulatory Compliance

The methods and technologies you use to interact with your customers are facing ever-increasing scrutiny. Sweeping regulations that affect nearly all businesses have been imposed in the last decade, and there is no sign of them slowing. Aside from raising the cost of doing business, these regulations increase the stakes for companies like yours to ensure that they are acting responsibly and ethically. USAN Quality Management enables you to easily record, evaluate and report on your customer facing business processes' compliance with these regulations.

Call Logging

USAN Quality Management provides call logging capabilities to record contact center interactions. With the ability to store recordings over the long term in a secure environment, USAN Quality Management helps your business comply with key regulatory requirements. From a secure administration console, your staff can easily access those recordings using time and date stamps, and/or using meta data like customer account number or agent ID.

Call Monitoring

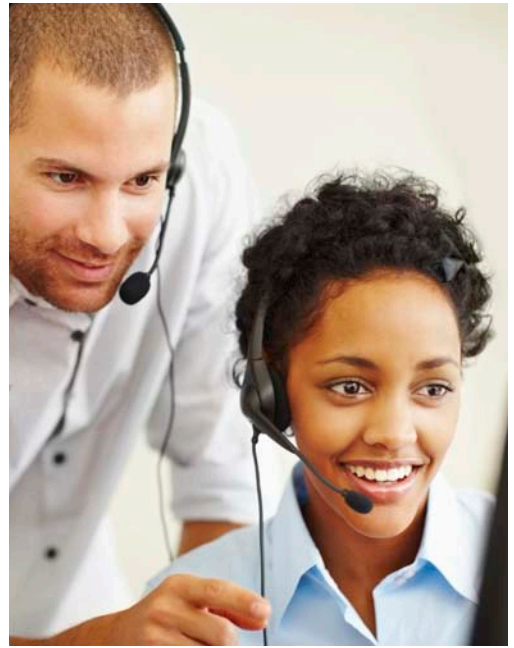
USAN Quality Management provides the capability for supervisors to monitor agent interactions in real time. Supervisors have the ability to not only silently monitor interactions, but they can also coach the agent during the call without the customer knowing the supervisor is involved. If needed, the supervisor can barge-in to the call, establishing a three-way conversation and ensuring a successful interaction with the customer.

Agent Scoring

Powerful recording and monitoring capabilities help continue to improve interactions between your customers and your agents. Agent Scoring allows you to capture how well the agent handled interaction utilizing the USAN SaaS Contact Center Solution recording playback and real-time monitoring capabilities. Agent Scoring provides a means to provide feedback to your agents that will help them grow, help you identify training for your agent, and provide a better customer experience and increased customer satisfaction.

About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. Since the USAN platform is delivered via a Software-as-a-Service (SaaS) model, clients reduce costs and have the latest contact center technologies. To learn more about the USAN difference, visit www.USAN.com.



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