Red Box RECORDERS
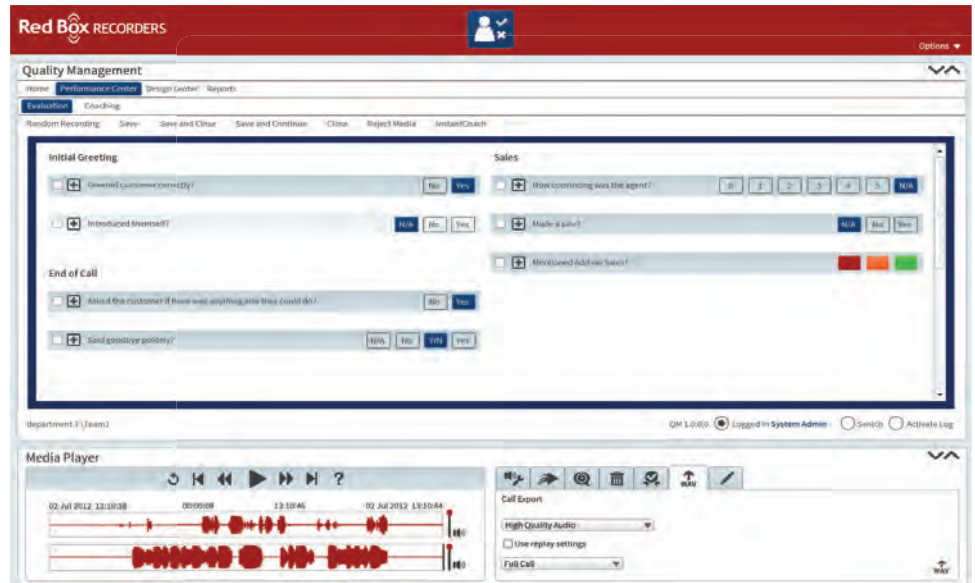
Quantify QM
The definitive quality management package

Red Box Recorders' Quantify QM is ideal for customers who want a simple yet effective solution to manage call assessment, management, reporting and coaching.

Using the latest web-based technology, Quantify QM requires no specialist knowledge and allows contact centre professionals to get on with the task of managing.

Quantify QM has been designed for small to medium-sized contact centres. It provides advanced audio and screen based assessment, integrated suppression for PCI compliance and third-party data integration.

You're in charge
Quantify QM lets you focus on managing contact centre performance, simply and effectively.

Quantify QM benefits

- Easy-to-use set-up for creation of scoring templates and weighting
- Customisable scoring methods to meet every type of scoring and assessment
- Online prompts to establish standardised scoring methods
- Efficient workflow for simple and effective use of time
- Automatic sampling and selection provides supervisor workspace with scheduled samples of recordings ready for assessment

- Cost-effective QM for voice, screen and data from ten agents upwards
- Totally scalable, offering multiple server architecture for scalability and deployment in today's distributed IT infrastructures
- Suppression for PCI compliance*, enabling audio and screens** to be blanked when taking credit card details
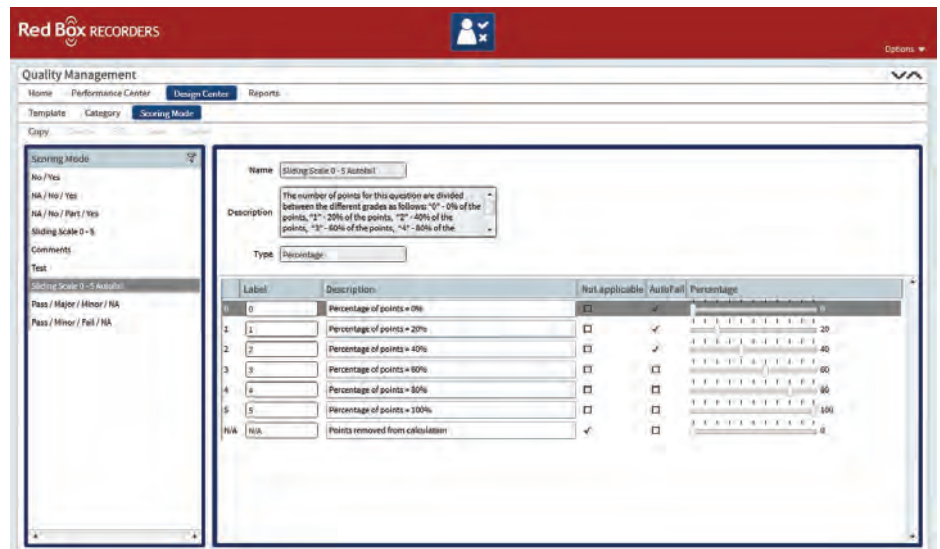
Quantify QM

Quantify QM benefits, continued

- Total recording of all interactions with sampled quality assessments meets qualitative and quantitative requirements, enabling quality to be assessed whilst making informed business decisions
- Screen recording** with fully synchronised screen and voice
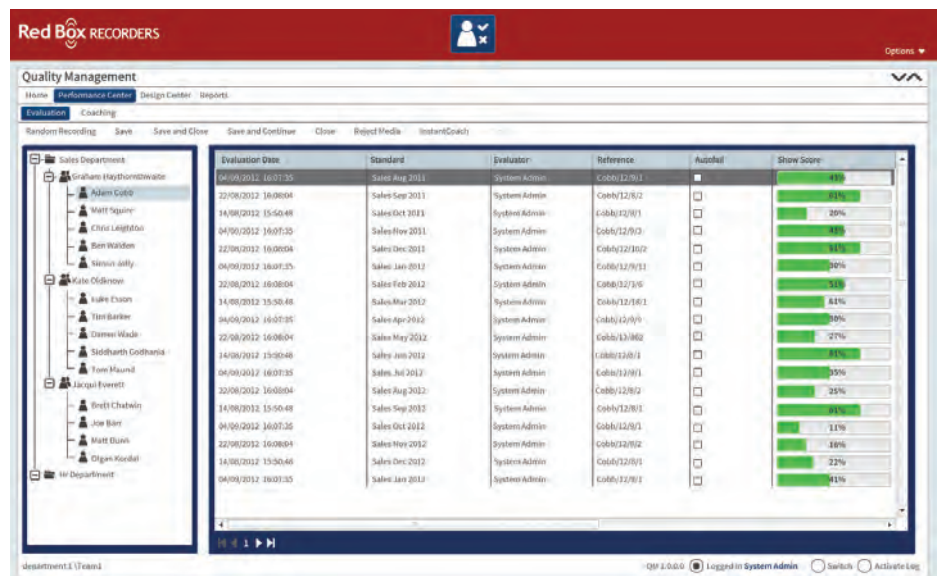- Web-based interface for simple deployment

Simplifies quality management

Quantify QM is a licensed feature within Red Box's Quantify solution. It's possible to assess a recording with a single click of the 'QM' icon: the application is fully integrated with Quantify search and replay. You can use predefined Quantify searches to select calls or opt for calls to be automatically selected via the 'scheduler'; this makes working through the assessment process quick and easy, and ensures all teams are assessed in line with operational requirements.

Create your own scoring method to suit business needs

Quantify QM's simple system set-up mirrors your hierarchy

PCI compliance options enable integration with customer environments to offer a range of triggers for suppression of audio and screen data

**Screen recording is a cost option and may require an additional server for larger systems*

Quantify QM

Simplifies quality management, continued

To ensure a secure, compliant solution, recordings are retained within the recorder's architecture; Quantify QM simply links assessments to recordings for scoring and evaluation using fully customisable templates and scoring methods.

Built-in reporting comes as standard, as does an intuitive coaching package which provides tips and the ability to send documentation and examples of assessments directly to an agent for timely feedback and action in order to drive performance and effectiveness.

Availability

Quantify QM is available for systems running Quantify v2C or later. Quantify QM is licensed per agent/supervisor seat and requires an additional licence for any Red Box recorder or MediaServer.

Recommended servers

Windows 2008 or Windows 7 operating systems

IIS 7 or later with ASP.Net 4.0 and Web Deploy

SQL Server 2008 (including Express versions) or later

.NET 4 or later

Recommended client PCs

Windows XP, ME, Vista, Windows 7 or later, supporting NTFS file system

Internet Explorer 8 or later, Firefox 3.6 or later

.Net Framework 4, Silverlight v4

PC running:

Intel Dual Core Pentium 2 GHz, 2 Gb RAM or better

50 Gb-free HDD

Support for 100 Mb NIC

Display 1280 x 1024

Permissions to the 'Users' area of the HDD and C:\Quantify area of HDD