

8x8 Quality Management

Collaborative Performance Management

A tightly integrated cloud-based quality management solution enables collaboration to drive exceptional results.

Up to 75% of an average contact centre's expenses are human resources. So how can you most effectively engage agents to measure and improve performance while ensuring high quality customer interactions? With 8x8 Quality Management.

8x8 Quality Management offers innovative coaching and collaboration tools that drive quicker and more productive knowledge sharing, resulting in more engaged agents, lower attrition and better outcomes.

Maximise Agent Efficiency

- Enables collaboration to improve agent performance
- Empowers agents, leading to higher job satisfaction and lower turnover

Extract Key Insights

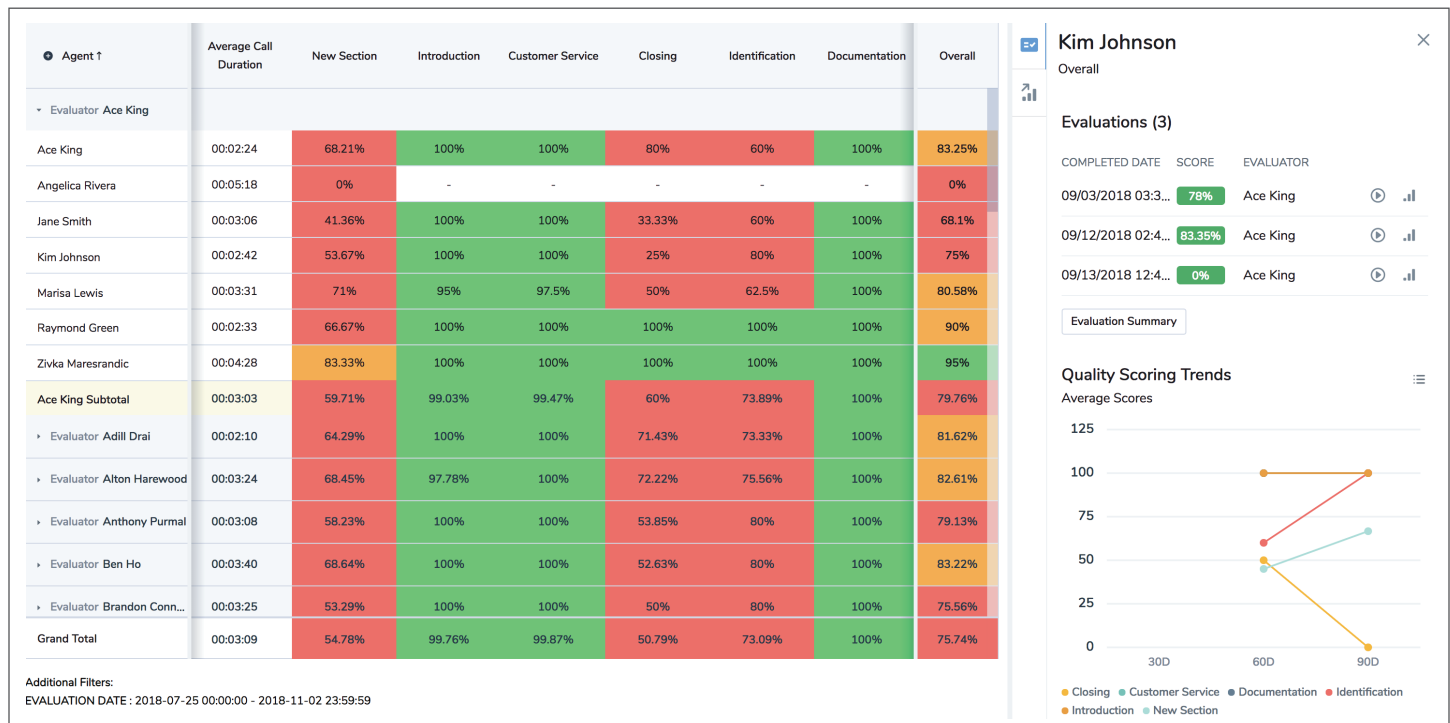
- Powerful, flexible reporting to address unique business requirements
- Trend analysis to highlight strengths and skill gaps
- High performance search for faster analytics

Easy to Set Up and Use

- Tightly integrated into Virtual Contact Centre for fast and easy setup
- Built-in training and help
- Powerful, visual review environment makes agent scoring fast and efficient

Agents Anywhere

- 100% cloud-based means you can manage and collaborate with agents no matter where they are located



Features

Tight Integration with 8x8 Virtual Contact Centre and Speech Analytics

- One integrated contact centre platform with the functionality required to deliver excellent customer experiences and maximise agent efficiency
- Automatically share agent information across contact centre and quality management
- Single Sign-on grants access to Quality Management and Virtual Contact Centre
- Fast, simple setup instantly incorporates agent information from Virtual Contact Centre
- Built-in training for onboarding supervisors and agents to encourage use of the tool throughout the call centre

- Comprehensive roles and permissions to granularly control access to sensitive data

- Fully integrated with 8x8 Speech Analytics for targeted search of keywords and phrases

Simple Search Function Easily Finds Critical Transactions

- Search through thousands of calls in seconds
- Filter transactions by a variety of criteria, including agent name, queue, call length, customer name, transferred calls, transaction codes, custom fields and more
- No complex linguistic search or artificial intelligence required: easily find noteworthy interactions using a simple search tool

The screenshot displays the 8x8 X Series interface for a call with ID INT-0C8C0CAD-11CB-47C4-AF65-DB42... / NEW EVALUATION. The interface is divided into several sections:

- Header:** Shows the call ID and a 'NEW EVALUATION' status. A 'Support' button and a user profile icon (KP) are visible.
- Left Sidebar:** Contains navigation icons for calls, messages, and settings.
- Main Content Area:**
 - Template:** A dropdown menu showing 'EDITED Advanced Functions Template Copy (Kay Phelps)'.
 - Comments:** A section for adding comments. It includes a 'Comment' button and a text area.
 - Rating:** A section for rating the call. It includes a scale from 1 to 10 and a 'N/A' option.
 - Overall Comments:** A section for overall comments, including a 'Previous Call' and 'Next Call' button.
- Video:** A section for video recording. It includes a 'Video' button and a video player showing a call transcript.
- Call Transcript:** A section for the call transcript. It includes a 'Greeting' section, an 'Issue Identification' section, and a 'Building Rapport' section.
- Search:** A section for searching through thousands of calls. It includes a search bar and a 'Search' button.

Easily search for noteworthy interactions

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- Flag a section of a call using @mentions to send a specific suggestion to an agent
- Agents can respond and collaborate with a supervisor to optimise customer interactions

Powerful tool for building agent review forms

- Easily build evaluation templates that support a variety of question types (yes/no, multiple choice, single answer and 1-10 scale)

The screenshot shows the 'Customer Service Evaluation' form builder interface. At the top, there are buttons for 'Import', 'Export', 'New', 'Copy', 'Delete', and 'Save'. Below these, the form is titled 'Customer Service Evaluation'. It includes fields for 'Template Name' (set to 'Customer Service Evaluation'), 'Template Type' (radio buttons for 'Calls' and 'Other'), and 'Bonus Calculation' (a dropdown set to 'By Points'). To the right, there are checkboxes for 'Enable', 'Lock', 'Allow Overall Comment', and 'Allow N/A'. Below these, there are two progress bars: 'Possible Points (100)' at 100% and 'Possible Points With Bonus (100)' at 100%. The main section is titled 'Template Sections' and contains a list of sections: 1. Section Introduction, 2. Section Identification, and 3. Section Documentation. Each section has a 'Report Short Name' and an 'Add Question' button. Section 2.1 is expanded, showing a question: 'Question Identified and verified the caller's account and phone number using proper procedures?' with a 'Simple Yes or No Question' type. Section 2.2 is also expanded, showing a question: 'Question Asked probing questions and drilled down to determine the issue, request, location, severity, i' with a 'Simple Yes or No Question' type. Section 3.1 is expanded, showing a question: 'Question The correct record or records were created as a result of the call?' with a 'Simple Yes or No Question' type. Section 3.2 is expanded, showing a question: 'Question The interaction was documented correctly and with the proper level of detail?' with a 'Simple Yes or No Question' type. A dropdown menu is open for section 2.2, showing options: 'Simple Yes or No Question', 'Multiple Choice Question', 'Scale Question', 'Simple Yes or No Question', and 'Single Choice Question'.

Quickly create and customise scorecards to provide agents with ongoing feedback

Quantify and measure agent performance

- Define performance expectations and measure agents
- Set performance baselines and measure changes over time
- Normalise differences between scores when multiple reviewers score the same interaction
- Attach and share up to 10MB of files per evaluation
- Auto-save evaluations; you'll never lose your work

Call recording and screen storage

- Storage plans by week, month, quarter or year
- Supports manual screen recording while not on a call
- Supports Windows and Mac desktop environments for screen recording
- Speed up or slow down synchronised playback of voice and screen

Get the best from your agents with 8x8 Quality Management

- Easy-to-use system takes the cost and headaches out of coaching agents for optimal performance
- Voice and screen recordings of all calls
- Powerful search tools to quickly find relevant interactions
- Collaborative performance management using @mentions
- Flexible scorecards to structure and rationalise feedback
- Efficient review environment:
 - Timeline allows you to easily navigate within a call
 - Separate agent and customer waveforms for efficient reviews
 - Adjustable, high quality screen recordings
- Notes and reviews available on-screen within the review environment
- Administrator reports and scorecard-building tool