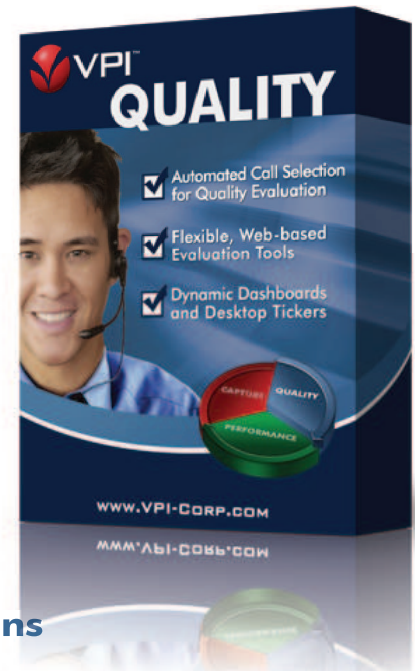


Boost Service Quality and Save Time with Automated Call Quality Management

With the vast amount of interactions occurring in contact centers every day, front-line employees have a profound influence on revenues, operational costs and the quality of customer care. However, these employees rarely receive adequate attention and feedback, which inevitably leads to inconsistent service, high attrition and low morale. You can quickly bridge this gap with **VPI QUALITY** – the most powerful Quality Management (QM) solution available today. This powerful solution enables you to objectively evaluate agent behaviors, provide timely feedback and support, boost service quality, and cultivate customer experience and loyalty. With **VPI QUALITY**, you can maximize the impact and ROI of your call quality monitoring processes and significantly improve the effectiveness and efficiency of your customer interactions.



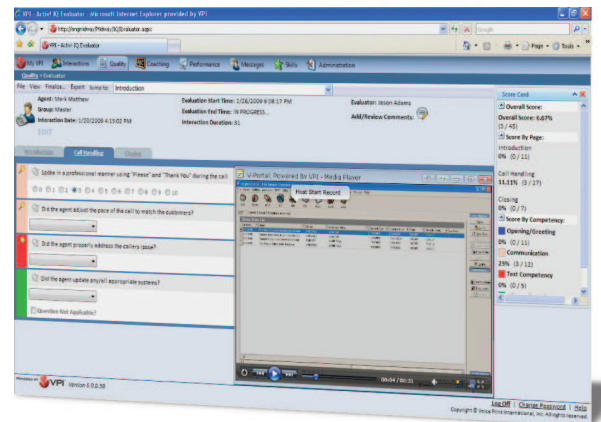
Maximize the Value Your Recorded Customer Interactions

VPI QUALITY integrates seamlessly with **VPI CAPTURE** - the most reliable, robust recording solution available today - enabling you to effectively and securely capture all of your important customer interactions including TDM Voice, VoIP and employee desktop screens.

Automatically Select and Deliver Calls for Quality Evaluation

Because of the fast-paced nature of contact center operations, the valuable time of evaluators and supervisors is scarce. With improved operational efficiencies gained through **VPI QUALITY**, your evaluators and managers have more time and resources available to address strategic and mission critical business goals. **VPI QUALITY** automatically selects and delivers an objective, random sampling of recordings related to your business objectives directly to their desktops for evaluation.

- **Easily tag the most coachable calls for evaluation** – evaluate or schedule high-value calls for evaluation directly from call search results and multiple dynamic, drill-through reports.
- **Maximize the effectiveness of your Quality Management program** – implement rules to automatically tag calls for evaluation, such as per-agent quota or call attributes.
- **Automatically manage the evaluation schedule** – evaluators receive “to-do” lists organized by assignment dates and due dates, with the appropriate evaluation form already associated with the call/screen recordings.



Efficiently playback and evaluate synchronized audio and screen interactions from VPI QUALITY's secure Web-based interface.

Easily Access and Score Interactions from Anywhere with Internet Access

With access from your desktop via Web interface to well-designed quality evaluation forms and processes, you can efficiently and objectively assess the quality of your individual customer interactions while simultaneously discovering significant problems, issues, trends, and opportunities – vital information that supports the successful execution of your business strategy. **VPI QUALITY** provides contact centers with an unprecedented degree of flexibility to customize evaluation forms and tailor processes to conform to your specific needs and objectives.

- **Easily design, organize and categorize evaluation forms via an intuitive graphical interface**, without IT assistance. Focus on call flow or IVR skills, while rating any number of call handling competencies and adding comments that pertain to the evaluation or other issues requiring attention.
- **Streamline the evaluation process** with Web-based access to a unified interface for evaluation and playback of synchronized call and screen recordings.
- **Quickly and objectively assess the quality and performance of local and remote agents**, using a flexible Web-based portal and fully customizable evaluation forms that conform to your specific needs and goals – include many types of question and answer formats with any distribution of weights.

VPI	QA Competency Scores						Statistics			Main
	Avg QA	Compliance	Product Know	Communication	Upselling	Call Handling	# Calls Eval	Most Recent QA	Avg Duration	QA
Stacy Adams	81%	79%	92%	75%	89%	81%	83	89%	3:39	V-Portal
Please offer VIP Customers the 10-Star promotional offer this week.										Last Updated 2:12 pm

VPI Instant Impact Tickers™ proactively deliver important quality scores and call statistics to front-line employees and supervisors to drive immediate performance

Gain and Share Valuable Insights through Comprehensive Reports, Dashboards and Desktop Tickers

The success of your contact center quality improvement plan depends on a clear understanding of your employees' strengths, weaknesses and areas on which to focus training and coaching efforts. **VPI QUALITY** pinpoints characteristics of agents' behaviors by breaking them down into skill-sets, such as communications, call handling, technical, product knowledge, compliance, etc. These skill sets may be tracked, compared between agents and teams, scheduled for automatic notifications of "outliers" that require additional attention, used as triggers for automated delivery of messages to agents, and much more.

- **Conveniently and efficiently access interaction recordings, evaluation forms and reports** via a centralized Web Portal, customizable for each user based on roles, privileges, and responsibilities.
- **Analyze your QM results and trends using comprehensive reports** with data roll-up and drill-down options all the way down to playback of recordings, along with powerful visualizations for expedited analysis of causes for quality problems or customer interaction excellence.
- **Drive ongoing quality improvements – provide immediate, personalized feedback** via employee desktop tickers and Web-based scorecards.

Establish a Foundation for Performance Optimization

Align your Quality Management program with strategic business goals in order to maximize its value and ROI.

- **Immediately gain valuable insights** and intelligence from your contact center operations! Benefit from instant, automated delivery of key performance indicators, coaching and notifications to the right employees at the right time for analysis by leveraging **VPI PERFORMANCE** - VPI's unique, real time performance optimization module that integrates seamlessly with **VPI QUALITY**.
- **Easily mix and match to expand** with integrated modules for screen recording and analytics, electronic coaching, centralized messaging, performance management, contact center analytics and more.



Count on a True Partnership with VPI

- Project Management
- Training and Certification
- Business Consulting and Workshops
- Technical Consulting and Custom Development



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VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.