

# Performance Quality Management (QM)

## Take Quality to the Next Level

The Performance QM Package brings you the benefits of a powerful QM solution along with an innovative Performance Dashboard.

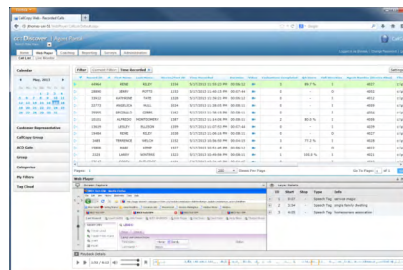
Included in this package is the Discover QM product as well as the inView Performance Dashboard.

The tools provided to you in this package complement each other nicely as you can monitor agent performance while allowing those agents to have further access into their own performance in real time. Giving your staff insight into what you may monitor and track on a daily basis can aid in the improvement of your agents as well as addressing key areas quickly that need attention.

### Package includes:

#### Discover QM

- Create custom forms in minutes with a flexible, easy-to-use form builder
- Synchronized voice & screen playback for easy scoring
- Library of standard reports included, along with the ability to create and share custom reports



#### inView

- Real time agent performance dashboard
- Aggregate data from multiple systems
- Drag and drop modular interface



### Key Benefits

- Take action with proactive problem notifications to supervisors via automated alerts
- Drive agent engagement through incentive management and gamification
- Combine performance data from disparate systems with business improvement processes
- Understand customer preferences and motivations

## Discover WFO Packages

### Add Further Value by Utilizing Multiple Components of WFO

Take a look at all the Discover WFO packages listed here to see what best suits your organization's needs.

Package	Discover Audio	Discover QM	inView	Speech Analytics	Discover Survey	Discover Screen Recording	Clarity WFM
Discover Quality Management	◆	◆					
Performance Quality Management	◆	◆	◆				
Voice of the Customer	◆	◆	◆	◆	◆		
Clarity Workforce Management							◆
Performance Workforce Management			◆				◆
Discover Workforce Optimization	◆	◆	◆		◆	◆	◆