

Voice of the Customer

Comprehensive Tools to Achieve New Service Heights

Utilizing the power of a QM solution accompanied with a survey tool, speech analytics, and a performance dashboard gives a whole new meaning to a holistic approach to improve the service experience.

The Voice of the Customer package starts with our Discover QM product and builds upon that with Discover Surveys, Speech Analytics, and the inView Performance Dashboard.

These tools will inherently strengthen your ability to truly improve the customer experience all while empowering your agents to new heights of productivity improvement.

Package includes:

Discover QM

- Create custom forms in minutes with a flexible, easy-to-use form builder

Discover Survey

- View survey results in real-time through our Web-based reporting engine
- Calibrate internal quality assessment measurements against customer satisfaction by easily tying survey data to individual recordings

Speech Analytics

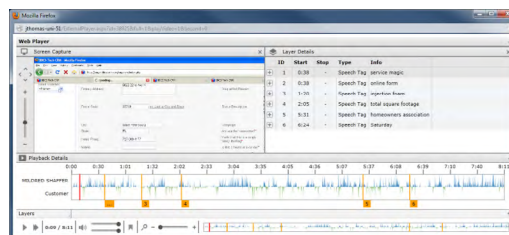
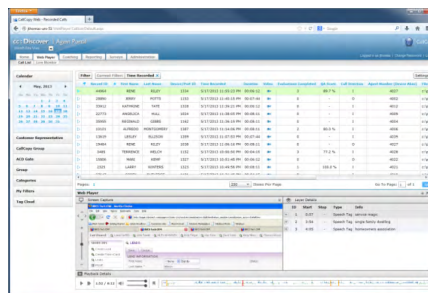
- Key word/phrase spotting
- Phonetics-based

inView

- Real time visibility to further promote agent engagement and empowerment
- Aggregate data from multiple systems
- Drag and drop modular interface

Key Benefits

- Understand customer preferences and motivations
- Improve customer interactions at all levels
- Quickly spot new trends in call flow
- Identify agent training or coaching opportunities
- Greater visibility and impact for executives
- Increased productivity and proficiency for front-line agents



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	◆	◆	◆		◆	◆	◆