

## TM-2000 IP ACD

### AGENT TAP

- Agent Greeting
- Call Recording
- Custom Recording and Screen Capture
- Call Recording Archiving System
- Supervisory Listen and View



### Agent Greeting

Agents can prerecord greetings that are unique for each of their skill sets. Depending on the skill set presented to the agent, a prerecorded greeting in the agent's voice identifying the correct skill set will be heard by the caller. The agent will be connected live to the caller listening to the greeting, offering a seamless transition of agent to caller. Benefits to the Call Center and agent increase dramatically.

- **Increases Agent Satisfaction**  
Agent Greeting makes the agents' jobs easier, giving extra time to transition between calls and eliminating the repetitive or mundane task of repeating standard greetings throughout the course of their shift.
- **Improves Agent Retention and Reduces Costs**  
Satisfied agents are more likely to stay in their jobs longer, thereby improving agent retention and reducing costs associated with training and recruiting.
- **Improves Customer Service**  
Gives agents a few extra seconds to transition from one call to the next, enabling them to be better prepared to give each customer their undivided attention.
- **Reduces Noise Levels**  
Agents are actually speaking less, thus reducing the call center noise level and minimizing the distraction of background noise for both customers and agents.
- **Offers Ease of Use**  
Agent Greeting is easy to use for both agents and supervisors...and because it's easy to use, they'll use it! In real-time, high-volume call centers ease of use is a primary requirement.
- **Identifies Correct Skill Set**  
When used with skills-based routing or agents logged into multiple queues, this eliminates the agents' confusion by always greeting the caller with the appropriate and correct greeting.

# Call Recording

T-Metrics supports the recording of agent/customer calls for quality control at each agent position. In the basic configuration of the agent's PC, the calls recorded are saved for 18 to 36 hours. For a more complete history of the recorded calls, the calls can be saved to another server location using the T-Metrics Call Recording Archiving System. The archiving software is provided with the TAP.

- **Record all Telephone Calls**  
All calls to the agent position's primary DN are recorded to be used for coaching, compliance and archiving.
- **Improve Performance**  
Measurement of retention rates provides better understanding of the reasons behind them. Improved insights into how customers view the enterprise offers a better anticipation of customer expectations and intent.
- **Agent Evaluation and Coaching**  
"Soft skills"  
Voice quality  
Pausing at regular intervals  
Rate of speech  
Use of positive language and other listening and communication skills
- **ROI of Recording**  
Increase Agent productivity  
Increase Supervisor productivity  
Increase revenue through improved cross and up-selling  
Increase first call resolution  
Increase customer satisfaction  
Increase customer retention
- **Focus on Call Outcome and Quality of Customer Experience**  
Management can assess agents on their skill in handling customer inquiries or sales calls. No need to only focus on quantitative measures such as number of calls or length of call.
- **Reduces Uncertainties in Call Evaluation and Performance Appraisals**  
Ensures the integrity of assessment process and allows agents to ask for other calls to be selected if they are unhappy with the evaluation; improves internal dispute facilitation.
- **Ensures Call Evaluations Adhere to Uniform and Agreed-upon Standards**  
Takes out the subjective nature of this crucial assessment and allows for better training of Supervisors performing this task.
- **Protects Agents from Arbitrary Evaluations**  
The recordings provide documentation of the agents Call results and ensures each individual is assessed on performance, not opinion; removes personal judgement.
- **Allows Coaching to be Based on Real Calls**  
It becomes a key tool to improve agent's communication and relationship skills. For the first time it's possible to use live calls for training and coaching purposes based on the common reality of the Call Outcomes and the Customer's Experience.
- **Permits Agents to Flag a Call and Ask for Help**  
Probably the single most important feature is allowing the agent to ask for a supervisor to urgently review a call and discuss details of how the call OUTCOME could have been improved. This handles stress and worry on the spot and doesn't ruin the agent's entire workday.

- **Documents Disputed Calls Where Customer Accuses Agents of Inappropriate Behaviour**  
This protection of the staff is significant and helps downplay conflict situations.
- **Reduces Galley Slave Atmosphere of Call Center**  
Call documentation and measuring agents on merit of Call Outcome for the first time allows agents to focus on customer experience and quality of call handling.
- **Eliminates Supervisor & Team Leader Live Monitoring Time**  
Supervisor and team leaders are able to spend more time with their staff coaching, skills training and team building by being freed from listening to live calls.
- **Allows for Training and Improvement by Example**  
Collections of calls with exceptional outcome and customer experience can be used by others in training and learning.

## **Custom Recording and Screen Capture**

The Custom Call Recording and Screen Capture Module adds screen capture to the call recording at the agent positions. As each call is being handled, both voice recording and screen capture information is placed in a file and saved at the end of the call. **NOTE: If more than one monitor is used at a position, only the image on the primary monitor will be captured.**

The file is saved on the agent's PC using date, time and agent logon name information that can be used as search criteria later. In the basic configuration of the agent's PC, the call and screen captures recorded are saved for 18 to 36 hours. For a more complete history, the recorded screen capture files can be moved to a server using the T-Metrics Call Recording Archiving Software, which is provided at no charge with each Agent TAP.

## **Call Recording Archiving System**

For a more complete history, the recorded call and screen capture files can be moved to a server using the Call Recording Archiving Software, which is provided by T-Metrics. This optional software uploads files at the end of the shift to a designated server. These files are then available to be reviewed by a supervisor using the Microsoft Media player. For the Screen Capture files, the supervisor will see everything the agent accessed on the PC screen synchronized with the voice recording from the call.

The Call Recording and Screen Capture Archiving System require storage space on a separate server. Please contact T-Metrics for potential storage capacity and server requirements, as this will vary from customer site. A sample of file storage is shown below.

<b>Recordings</b>	<b>Format</b>	<b>Duration</b>	<b>File Size</b>	<b>Duration</b>	<b>File Size</b>
<b>(A) Audio</b>	WAV	1 Min	~ 500 KB	1 Hr	~ 30 MB
<b>(B) Audio &amp; Video</b>	WMV	1 Min	< 900 KB	1 Hr	< 54 MB

## Supervisory Listen and View



**Unauthorized Access is Not Allowed.** The remote supervisor needs the USB HASP® key along with the proper sign-on name and password. This USB security key prevents anyone without it to have access to the system for observation purposes. All that is needed is an internet connection; you will not need to tie up telephone resources to observe or barge in.

With the addition of the Supervisory Listen & View HASP® key, the supervisor can **remotely listen** in on an agent's conversation with a caller or **view** the agent's PC screen without the agent's knowledge. In addition, the Supervisor can use the left button on the mouse to hold down a "press to talk button" on the screen to barge in on a call the supervisor is monitoring. This product greatly enhances the supervisory process, lessening the time and effort needed by the supervisor to maintain a high quality level of call handling, and aids in the training of new agents. The Supervisory Listen & View can be added at any time and requires that each agent position be equipped with the Agent TAP and the supervisor position be equipped with a HASP® key. An equipped Supervisor needs only a local internet connection or the ability to VPN in from remote.

Remote Supervisor observation is especially valuable for companies that are providing outsourced customer service. Many SLA (Service Level Agreements) specify that the clients have real-time observation capabilities to ensure the quality of service. Remote observation helps you meet the requirement for off-site access to call monitoring. Your customers who contract with you for outsourced call center functions can easily listen in on service calls in real time. Not only does this meet any contractual obligations, it ensures they are receiving the services they purchased. This builds customer good will and a level of confidence in the product you are providing.

Remote supervisor observation is also valuable in a traditional enterprise call center. Remote supervisor observation is just like normal service observation, except it can be done from virtually anywhere. The observer no longer has to be sitting at a desk in the same call center as the agents they wish to monitor. Supervisors and managers can monitor calls of agents located in different call centers, while on the road, or even from the comfort of their home office.

Remote monitoring enables call center supervisors, managers, and third-party clients to observe quality of service, regardless of physical location. Remote supervisor observation eliminates the traditional monitoring limitations.

## For More Information Contact

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