

8x8 Quality Management



Maximize Agent Efficiency

- Quantify and measure agent performance
- Establish a performance baseline and measure improvement
- Improve morale to reduce agent churn

Develop Agent Skills

- Identify agent performance issues
- Address skills gaps
- Provide ongoing monitoring and coaching

Easy to Set Up and Easy to Use

- Tightly integrated into Virtual Contact Center for fast and easy setup
- Easy to use search-based approach
- Powerful, visual review environment makes agent scoring fast and efficient

Tightly integrated cloud-based quality management solution makes optimizing contact center agent performance easier than ever before.

Agents can account for up to 75% of your total contact center cost. So maximizing agent performance is critical. But how can you identify underperforming agents who need coaching? How can you highlight top-performing agents as role models? Quality Management from 8x8 is the answer.

8x8's Quality Management offers powerful, yet simple ways to resolve contact center agent performance issues. Its easy-to-use tools are 100% cloud-based and integrate directly with 8x8 Virtual Contact Center.

Agent Name	Evaluator	Template Name	Score	Calibrated	Status
Laurence Cooke	John	Tier 1 Support	86.84 %	Yes	Passed
Jeffery Sarmiento	Beth	Tier 2 Support	72.81 %	No	Failed
Tymon Garrison	Max	Hardware Sales	95.18 %	No	Passed
Karla Gomez	Yi	Software Sales	72.81 %	No	Failed
Jason Dacanay	Rosa	Tier 1 Support	100 %	No	Passed



Features

Tight integration with the 8x8 Virtual Contact Center

- One contact center platform that delivers the breadth of functionality required to deliver excellent customer experiences and maximize agent efficiency
- Automatically share agent information across contact center and quality management solutions
- Single sign-on grants access across both products
- Fast, simple quality management setup instantly incorporates agent information from Virtual Contact Center

Agents anywhere

- 100% cloud-based means you can manage agents no matter where they are located: in the contact center, a remote office, at home or elsewhere

Simple search function easily finds critical transactions

- Quickly and efficiently search through thousands of calls in seconds
- Filter transactions on a variety of criteria, including:
 - Agent's name, queue, length of call, 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

Create Date	Agent ID	Agent Name	Evaluator	Template Name	Score	Calibrated	Status	Main Group	Passing Points	Possible Points	Supervisor
03/02/2016 09:41 AM	455677612	Lawrence Cooke	QR Demo	8x8 Technical Support..	86.84 %	Yes	Passed	Agent	0	114	QR Demo
03/02/2016 10:38 AM	455677612	Lawrence Cooke	QR Demo	8x8 Technical Support..	96.49 %	No	Passed	Agent	0	114	QR Demo
03/02/2016 10:39 AM	455624569	Tymon Garrison	QR Demo	8x8 Technical Support..	95.18 %	No	Passed	Agent	0	114	QR Demo
03/02/2016 10:39 AM	455659177	Jeffrey Sarmiento	QR Demo	8x8 Technical Support..	72.81 %	No	Failed	Agent	0	114	QR Demo
03/02/2016 10:40 AM	455677611	Jason Dacanay	QR Demo	8x8 Technical Support..	100 %	No	Passed	Agent	0	114	QR Demo
03/02/2016 10:41 AM	455624569	Tymon Garrison	QR Demo	8x8 Technical Support..	86.84 %	No	Passed	Agent	0	114	QR Demo
03/02/2016 10:41 AM	455624569	Tymon Garrison	QR Demo	8x8 Technical Support..	82.46 %	No	Passed	Agent	0	114	QR Demo
03/02/2016 10:43 AM	455659177	Jeffrey Sarmiento	QR Demo	8x8 Technical Support..	67.72 %	No	Passed	Agent	0	114	QR Demo

Easily search for noteworthy interactions



Powerful tool for building agent review forms

- Easily build agent review templates that support a variety of question types (yes/no, single answer, 1-10 scale)

Quickly create and customize 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
- With multiple reviewers scoring the same interaction, differences between the scores can be used to normalize the review scoring between different reviewers

Call recording storage

- Storage plans by week, month, quarter or year
 - All calls can be archived for long-term storage for regulatory, legal or future access
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Get the best from your agents with 8x8 Quality Management

Fast to setup, 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 find interactions of note
- Flexible scorecards to structure and rationalize feedback
- Efficient review environment:
 - Timeline allows you to easily move within a call
 - Separated agent and customer waveforms for efficient reviews
 - HD screen recordings provide insight into agent activities
 - Notes and reviews available on screen within the review environment
- Administrator reports and scorecard-building tool

