



## Audiolog Interaction Quality: Agent Evaluation Platform

*Audiolog Interaction Quality (AIQ) and the Audiolog Call Recording Server* are designed to provide you with a flexible and cohesive recording and call evaluation platform. The *Audiolog Call Recording Server* enables global, selective, on-demand, and/or business-driven recording of your agents' voice and screens. Utilizing Microsoft's ASP.net technology, *Audiolog Interaction Quality (AIQ)* permits Powerful, browser-based call evaluation and quality monitoring.

### Audiolog and AIQ Work Together To:

- Improve service with fast, easy access to callers' transactions
- Drastically cut agent training time
- Get up and running in just hours
- Reduce your total cost of ownership
- Become free to focus on delivering great client interaction

### Key Benefits

- Fully-Integrated for Optimum Performance
- Records Digital & Analog Stations, Trunks, VoIP and Win32 Screens
- Search for Calls by Agent, DNIS, Call Type, Caller ID, Date and Time

### System Features

- Browser-Based AIQ Call Evaluation & Scoring Interface
- Browser-Based Playback with Screen & Voice
- Microsoft's ASP.Net Technologies for Fast Changes, Easy Deployment, and Great Flexibility
- Microsoft SQL Database
- Large Database of Skill Sets and Evaluation Elements
- Integrated Prompts and User Guides
- Flexible Scoring, Bonus Scores, Customizable Evaluation Forms
- Easy to Modify
- Fully Integrated Solution

**Sound Communications, Inc.**

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## Ten Real Reasons For Measuring Quality

1. ACD statistics show feeds and speeds (e.g. number of calls in queue, length of talk time, average speed of answer). Quality measurements show hows and wows. How did the agent sound to the customer? How did the customer feel during the call? What is the customer's concern? What are your customer's needs or expectations? What is the level of customer satisfaction?
2. Different agents learn at different rates. Quality monitoring pinpoints specific gaps at the individual agent level. Additional training requirements are identified.
3. Only one in four unhappy customers bother to complain to you. Quality monitoring can record the other three. A proactive plan may be instituted to address their concerns before they go elsewhere or complain about your service to others.
4. Myth: the most experienced agent is your best agent. Quality monitoring often shows the most seasoned agent needs additional training and or coaching.
5. If you don't know the rules, you can't play the game. Quality monitoring can determine the next goals for your call center or define for the agents the level of performance you expect.
6. Quality monitoring provides specific examples for regular reinforcement and review of achievements, good customer service and overall improvements. Nothing boosts morale more than personal recognition of a job well done.
7. Quality monitoring is used to prepare job descriptions that outline the core competencies required to be an effective agent, including a pleasant voice and computer skills.
8. Quality monitoring can explain the world of the call center and provide valuable information to other departments in the company. This assists the entire company to be more customer-focused.
9. Data from quality monitoring can be used to build a business case for implementing new technology or scheduling additional training. It can also show the level of expertise available to support new company initiatives or validate service level improvements of the call center.
10. The greatest expense in any call center is personnel. What is the return on the human investment within your center? Quality monitoring can pinpoint skill improvements as a result of time spent coaching or re-training, the reaction to a crisis situation or how long the best agents are retained over the average rate of agent turnover. These measurements can be translated into dollars.



**To learn more about putting Audiolog Interaction Quality (AIQ) to work in your organization, contact your Sound Communications sales engineer.**

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