



Powerful, easy-to-use recording, retrieval, and evaluation tools

Mercom Interaction Quality™ Agent/Call Taker Evaluation and Reporting Software

Mercom Interaction Quality™ Agent Evaluation software is designed to provide the smoothest possible call evaluation and scoring experience in a call quality monitoring environment. With an easy-to-learn and easy-to-use interface, the software provides you with the tools you need to measure, analyze, document, and improve the performance of your call center.

On-Line Form Designer

Design the form, create the questions, and assign score values all on-line, viewing the actual form as you build it. Mercom Interaction Quality provides multiple score selection tools including Yes/No, Yes/No/NA, check boxes, programmable ranges, and customizable pull-down lists.

Simultaneous Administration

Mercom Interaction Quality allows multiple administrators to simultaneously design different forms.

Security

You have full control over who can create, edit, and use scoring forms, and which agent's calls can be evaluated.

Evaluations

From within a single Microsoft® Internet Explorer browser window, you can select the call to be evaluated, control the voice and screen playback, and fill out the evaluation. Evaluators familiar with a web browser will require only minimal training.

Powerful, Scalable, Affordable

Mercom Interaction Quality provides the power and functionality required by the largest, most sophisticated call centers, yet is inherently scalable and affordable for small and mid-sized contact and public safety centers.

The screenshot shows the 'Create New Evaluation' form in the Mercom Interaction Quality software. The interface includes a navigation menu with 'Home', 'Evaluation', 'Reporting', 'Administration', and 'About'. The current page is titled 'Create New Evaluation' and shows details for 'Sales Support' with an 'Evaluation Score: 89.33 of 100' and 'Performance: 89.33%'. The form is divided into sections: 'Knowledge', 'Skills', and 'Offline'. The 'Knowledge' section includes a score of 121 of 123 and a performance of 98%. It contains several evaluation items with dropdown menus for selecting scores (e.g., 'Correct', 'GOOD', 'POOR', 'OK', 'EXCELLENT'). A 'Section Comments' field at the bottom contains the text: 'Agent needs coaching on procedures especially relating to CC'.

Get Started in 4 Simple Steps

It is easy for Evaluators to get started quickly with Mercom Interaction Quality.

- Select the Template
- Select the Group
- Select the Agent
- Select the Call

Mercom Interaction Quality allows scores to be displayed on-screen, while the call is being scored.



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Audiolog Integration

Mercom Interaction Quality can be tightly integrated with the Audiolog Digital Recording Server or can be used as a stand-alone evaluation system.

Comprehensive Reporting

It is easy to analyze and summarize the performance of your organization's call takers, groups, and evaluators. Standard and customizable reports provide access to detailed information, summaries, and trends. View reports on-screen, or print them. Reports can be exported in a number of formats that can be emailed as attachments.

- Detail Reports provide a view of the results of all evaluations
- Performance Trend Analysis Reports present charted performance trends for each section of an evaluation over time.
- Daily Evaluator Activity Reports provide a summary of the daily activities of each Evaluator.

Custom Report Services

Custom Report Design Services are available to create reports tailored to your organization's needs.

Detailed Group

Filename: Details.rpt
 Subject: Detailed Group
 Title: Detailed Group Report
 Author: Mercom Systems, Inc.
 Comments: Detailed report by Group, Agent, Evaluation, Section and Element.
 Modified: 6/13/2003 4:10 PM

Please enter the requested values:

	Value
The Corporation for the agents and evaluations you wish to view	All
The Division for the agents and evaluations you wish to view	All
The Department for the agents and evaluations you wish to view	All
The Agent whose evaluations you wish to view	All
Please select the Group for the agents and evaluations you wish to view	All
Please select the Call Type for the agents and evaluations you wish to view	All
Please select the Section for the agents and evaluations you wish to view	All
Please select the Evaluator for the agents and evaluations you wish to view	All
Please select the Supervisor for the agents and evaluations you wish to view	All
The Flag for the agents and evaluations you wish to view	All
The Department Head for the agents and evaluations you wish to view	All
The Division Head for the agents and evaluations you wish to view	All
The Corporation Head for the agents and evaluations you wish to view	All
The Date Field you wish to perform the search against	Evaluation Created Date
Please select the date range for the evaluations you wish to view	Custom 01/01/2002 07/15/2003
Suppress Cal Data records from appearing on the report	<input type="checkbox"/>
Suppress the evaluator name from appearing on the report	<input type="checkbox"/>
Show only Elements less than Maximum Score	<input type="checkbox"/>

Show Treeview Export File type: PDF

1 of 30 100% powered by crystal

Evaluation Details by Group November 18, 2002

Customer Name, 1 Customer Drive, Customer City, CS, 99999, USA, 555-555-5555

Job / Scorecard	Score	Max	Pct.
Group: Customer Support	13.48	28.13	63.38%
Agent: Bob	10.50	40.00	46.25%
Scorecard: 11/07/2002 (EVID00486)	14.00	40.00	35.00%
Evaluator: MIQSERVER \ john			
Evaluation Comments:			
Greeting	6.13	10.00	61.29%
Identify Medicare	5.00	5.00	100.00%
Identify Self	5.00	5.00	100.00%
Offer assistance	5.00	5.00	100.00%
Tone	0.00	8.00	0.00%
Speed/Pace	4.00	8.00	50.00%
Section Comments:			
Caller Relationship	4.50	45.00	10.00%
Address caller appropriately	2.00	8.00	25.00%
Show respect	2.00	8.00	25.00%
Acknowledge Callers Emotion	0.00	8.00	0.00%
Apologize appropriately	0.00	8.00	0.00%
Active Listening	0.00	8.00	0.00%
Control of the conversation	NA	8.00	NA
Section Comments:			
Telephone presentation	30.00	30.00	100.00%
Tone	NA	8.00	NA
Volume	NA	8.00	NA
Clarity	NA	8.00	NA
Language	NA	8.00	NA
Speed/Pace	NA	8.00	NA
Dead Air/Mute	5.00	5.00	100.00%
Section Comments:			
Telephone Protocol	5.00	5.00	100.00%
Holds -- Appropriateness	NA	8.00	NA
Holds -- Procedures Followed	NA	8.00	NA
Transfers/Conferences -- Appropriateness	NA	8.00	NA
Transfers/Conferences -- Procedures Followed	NA	8.00	NA
Section Comments:			

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