



Call Recording and Quality Management

Quality Management Suite (QMS)

Integrated with Microsoft Teams 

Solution Overview & Functionality

Enghouse Call Recording and Quality Management (QMS) ensures that you capture the “Voice of the Customer” to quickly identify recurring customer complaints, potential security issues, threats or unauthorized commitments, and it provides you with a certified recording, as proof.

Benefit from: synchronized and aggregated voice and digital channels in a single stream, enabling the organization to hear what is being said and how, while viewing the agent’s desktop activity for real-time coaching or analysis

- Now integrated with **Microsoft Teams**
- Call, screen, text recording with indexed keywords, simplify search
- Automatic stress level assesment, tone analysis, cross talk
- Conversation clarity and script adherence flagged in real-time
- Predefined scorecards facilitate agent evaluation, and training
- Speech to Text transcription (99% accuracy), automatic speaker ID’d
- Text analytics help extract insights from customer interactions
- Encrypted cloud storage (AWS, Azure, etc.) provides operational flexibility
- **Multi-tenant capable**



Target Users

- **All Contact Centers**
- Retail Banking, Credit Unions
- FI’s, Brokers, Insurance
- Healthcare Organizations
- Legal Aid/Counselling Services
- Local, State Governments
- Online Retail
- Emergency Services / 911
- BPO Multi-tenant capable

Use Cases

- Regulatory Compliance
- Loss Recovery
- Dispute Resolution
- Voice Capture for ID Validation
- General Call Recording
- Abuse/Threat Evidence
- Confirmation Buy/Sell Orders
- Monitor and Coach Agents

Benefits

- Standalone or Integrated
- On-Premise or Cloud
- Distributed Architecure
- Single/Multiple System Connect
- Onsite or AWS/AZURE Storage
- Full Data Encryption
- High Availability, Easily Scalable
- Reliability -Across the Board
- Cloud – Business Continuity
- Frees up IT

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