



WinQM from Digital Speech

Recording and Quality Monitoring for Call Centers

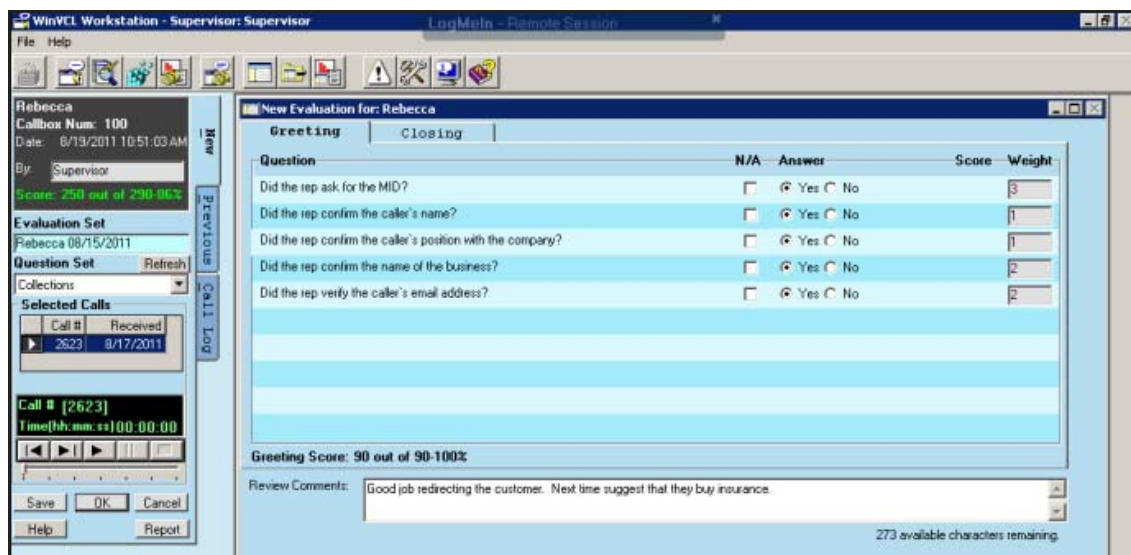
The **WinQM** Recording and Quality Monitoring system from Digital Speech is a cost effective application for agent training and quality assurance programs. **WinQM** is loaded with features to help you identify ways to improve agent-customer interactions.

WinQM FEATURES INCLUDE:

- Automatically record agent-customer interactions
- Recording of associated agent PC activity
- Grading forms wizard
- Evaluation of recorded agent-customer recorded phone calls
- Performance reports to identify coaching opportunities
- Supervisor initiated record on demand
- Access and evaluate from any internet workstation
- Easily integrate recordings into your agent training sessions
- Email recordings with masking capability to hide sensitive customer data
- PCI compliant
- Tag and annotate saved recordings and calls in progress

Agent Evaluation Form Details:

- Customized grading forms
- Variable answer sets
- Logically organize evaluation form into grading sections
- Adjustable question weighting
- Bonus and negative scoring
- Supervisor commentary box



Question	N/A	Answer	Score	Weight
Did the rep ask for the MID?	<input type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No		3
Did the rep confirm the caller's name?	<input type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No		1
Did the rep confirm the caller's position with the company?	<input type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No		1
Did the rep confirm the name of the business?	<input type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No		2
Did the rep verify the caller's email address?	<input type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No		2

Greeting Score: 90 out of 90-100%

Review Comments: Good job redirecting the customer. Next time suggest that they buy insurance.

273 available characters remaining

Customizable Evaluation Form

REPORTING FEATURES:

Performance Metrics For:

- Individual agents
- Agent groups
- Supervisors

Available Reports Include:

- Detail reports
- Comparison reports
- Trending reports over time
- Graphs and charts

Export and Save Reports to many common formats including PDF, Excel, Word and many more.

[Create a Report](#)

Evaluation Information			
Agent:	Beverly	Question Set:	Tech Calls
Evaluator Name:	Greg	Review Date:	3/4/2011 9:41:17AM
Call Information			
Received Date/Time:	6/7/2010 4:32:47PM	Message Length:	00:00:31
Call Number:	2	Call Origin:	Outbound
Caller ID:	N/A	Number Dialed:	250
Total Score: 474 out of 520 - Average (91%)			
% For Each Section			
Greeting			
Question	Answer	Score	Weight
Did the rep state their name?	Yes	10	1
Did the rep ask for the MID?	Yes	30	3

[Agent Evaluation Report](#)

Improve customer satisfaction and agent efficiency with a **WinQM** Recording and Quality Monitoring solution from Digital Speech.

Call Us For a **FREE WEB DEMO** of **WinQM**.

Recording Solutions



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Demo