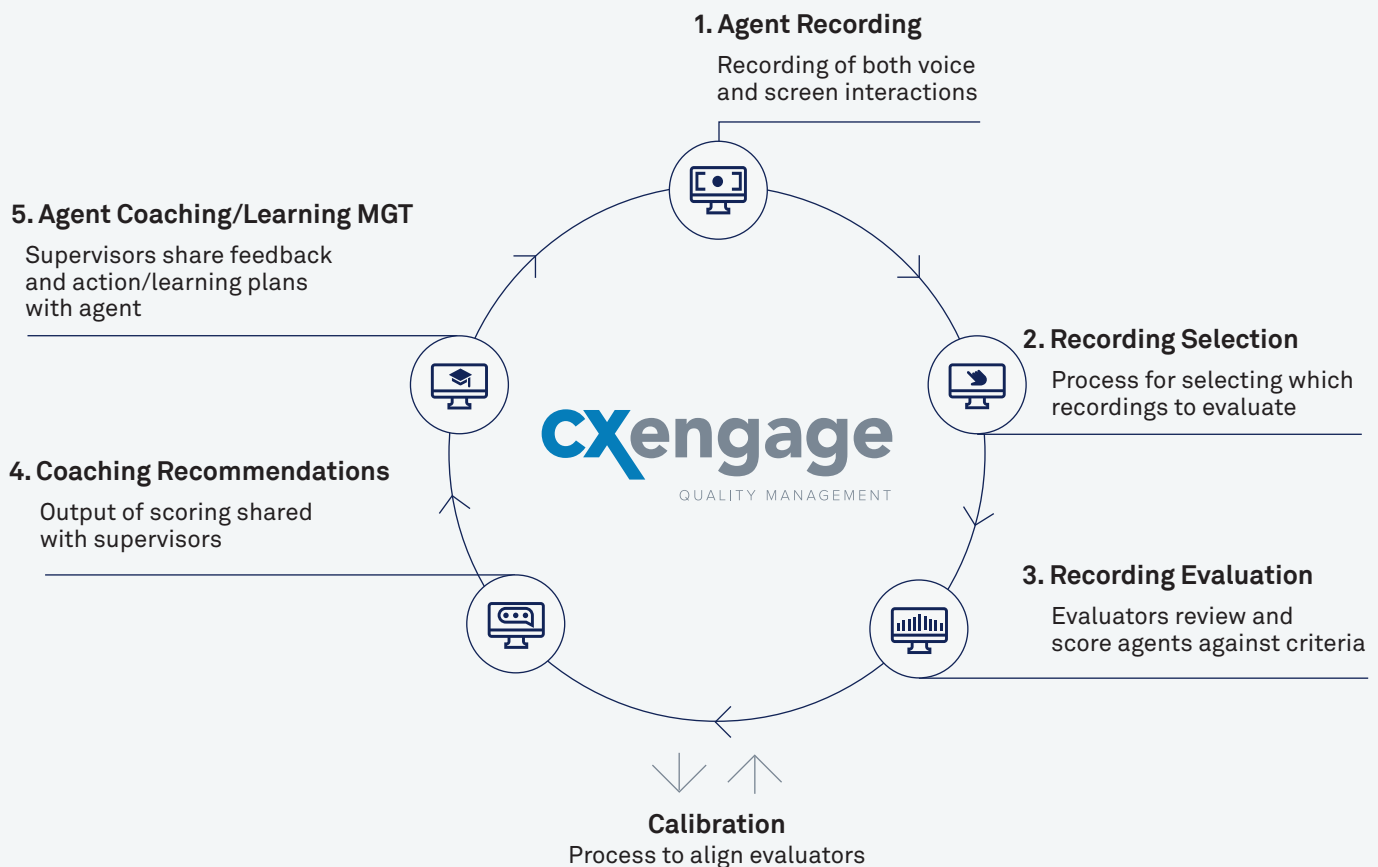


Enabling your agents to be their best

CxEngage Quality Management (CxQM) is a quality management solution unified within CxEngage to provide native call recording, screen capture, and quality assurance capabilities.



Focus on the agent, so the agent can focus on the customer

Comprehensive coverage of the Quality Management lifecycle



Recording & capturing of interactions across channels



Evaluation & recommendations



Calibration across evaluators



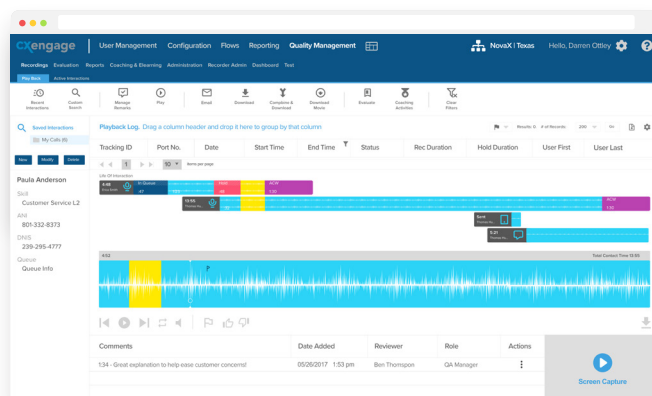
Agent coaching & skills management



eLearning management library

Unify your Cloud Contact Center & Quality Management Solution

CxEngage Quality Management is embedded within Serenova's CxEngage platform to deliver a unified experience through a single user interface, centralized administration, single sign-on, and platform architecture. CxEngage delivers a consolidated view of customer and agent interactions in a single solution, supporting the entire quality assessment and skills management lifecycle



CxRecord & CxCapture



Easy to use

Recording designed to be easy to learn and use



Secure

Prevents unauthorized access to system/recordings



Monitor customer interactions

For adherence to scripting rules, company policies, and quality management



Flexible

Search, retrieve, and playback recordings



Encrypted

AES 256-bit stored and SSL in-transit encryption



Record & Capture of Interactions

Flexibility to determine record and capture rules



Compliant

Stops recording for Payment Card industry and other custom protection laws



Synced with desktop video recording

Complete view of customer interactions



Quick call retrieval

Indexes recordings with CTI/CRM data



Video recording of desktop

Prevents unauthorized access to system/recordings



Find out how to transform your customer experience at www.serenova.com/wfo-ecosystem

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CxEvaluate

Quality Assurance



Facilitate comprehensive agent evaluation, coaching, eLearning, and performance reporting



Report and analyze in-depth performance trends in a fully customized format



Train using actual customer interactions or your customized library content



Deliver multiple evaluations in a coaching session



Ensure security and privacy through access rules

The screenshot displays the CxEvaluate Quality Management interface. The top navigation bar includes links for User Management, Configuration, Flows, Reporting, and Quality Management. The Quality Management section is active, showing a list of evaluation questions and their scores. The interface is divided into a main content area and a right sidebar.

Summary

Single Modes

Question	Options	Score	Actions
1 Did the agent complete the customer's request?	<input type="radio"/> Completely <input type="radio"/> Partially <input type="radio"/> Not at all	N/A	
2 Did the agent meet your expectation?	<input type="radio"/> Met expectation <input type="radio"/> Partially met expectation <input type="radio"/> Didn't meet expectation		
3 Rate the agent's use of time during the call.	<input type="text"/>		
4 Rate the agent based on how you would have handled the call.	<input type="text"/>	N/A	

Custom Modes

Question	Options	Score	Actions
5 Did the agent use inappropriate grammar?	<input type="radio"/> Yes <input type="radio"/> No	15/15	

Scores 100% (7/7)

Skill Scores

- Procedural Adherence
- Communication
- Closure 100% (15/15)
- Efficiency
- Satisfaction
- Technical

Navigation

Evaluation Info

Summary

- Single Modes
- Custom Modes



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CxEvaluate

Evaluation Forms



Create agent evaluation forms in minutes



Weight scores on questions



Use unlimited templates



Custom evaluation forms organized by call segment and required skills



Pre-programmed scoring modes



Include call segments, comments, and corporate documents with any evaluation question



Group question sections for easy identification



"Auto-Fail" feature targets critical requirements



Create custom scoring criteria and available answer choices

The screenshot displays the CxEvaluate web application interface. The top navigation bar includes the Cxengage logo and links to User Management, Configuration, Flows, Reporting, and Quality Management. The user is logged in as Darren Ottley. Below the navigation bar is a toolbar with icons for Recent Evaluations, Custom Search, New Evaluations, View Evaluation, Modify Evaluations, Delete Evaluations, Email Evaluation, Export, and Print.

The main content area is divided into two panels. The left panel, titled "Evaluation Form Settings", contains a form for configuring the evaluation form. It includes a "Name" field (Customer Support L2 FoJrm), checkboxes for "Active Evaluation Form", "Only Original Evaluator Can Modify", "Automatic Score After" (0 days), "Lock Completed Evaluation After" (30 days), and "Hide Question Numbers". It also has a "Scoring Type" section with radio buttons for "Percentile" (selected) and "Tally".

The right panel shows the configuration for three sections of the evaluation form. Each section contains a "Question 1" field, a "Scoring Mode" dropdown (Yes/Partial/No), an "Allow N/A" checkbox, a "Points" field (100), a "Reverse Scoring" checkbox, and an "Auto Fail" checkbox. The "Skill" field is set to "Yes/Partial/No", and the "Scoring Type" is set to "Percentile".



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Coaching & eLearning

Coaching Delivery



Monitor agent interactions dialog and screen activity



Provide instant feedback, tips, and best practices



Focus on agent skills development



Evaluate and review call interactions



Coaching and training management facility



Identify agent needs with analysis and reporting

Learning & Skills Management



Access eLearning content library during agent assessment & coaching process



Assign and track eLearning activities and related content from within the evaluation form



Integrate with existing learning management or training applications



Manage agent's skill proficiencies and capabilities

Benefits of CxEngage Quality Management

- ✓ Improve Efficiency
- ✓ Capture Intelligence
- ✓ Increase FCR Rate

- ✓ Improve Quality
- ✓ Ensure Compliance
- ✓ Accelerate Productivity

- ✓ Increase Satisfaction
- ✓ Minimize Risk
- ✓ Build Loyalty

CxEngage Quality Management is part of Serenova's Workforce Optimization Ecosystem. To learn more or to see a demo, click the link below:

www.serenova.com/wfo-ecosystem

