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## *AUTOMATED QUALITY MONITORING SYSTEM FOR CALL CENTERS*

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Smart Logger II is a multi-channel call recording system for comprehensive call center quality, monitoring and performance analysis. Smart Logger II provides wide opportunities for call recording, search, playback and analysis and enables agent evaluation and customer satisfaction measurement.

STC innovative speech technologies being an integrated part of Smart Logger II give it a compelling competitive advantage at the market of the quality management systems for call centers.

Smart Logger II is compatible with Avaya, Cisco and Genesys software for call centers.

# Key benefits

**More than 20 components for operational and managerial tasks:**

- Total call recording.
- Real-time monitoring.
- Playback with noise cancellation, automatic gain control.
- Search grids.
- Analytics and scorecards features.
- Export and archiving tools.

**Innovative STC speech technologies:** the world's best filters for noise suppression and a unique keyword/phrase spotting technology.

**Scalability:** the universal architecture, different configurations for different tasks.

**Single window multi-role interface:** intuitive, flexible and customized for each user category.

**Intelligent hardware and software backup** enables continuous 24/7/365 operation.

**Clear licensing policy:** only recording channels and client software licenses are needed. CTI interface module has fixed price that doesn't depend on the channel number.

## Call center interaction recording and quality assurance

### Call recording and archiving

Smart Logger II:

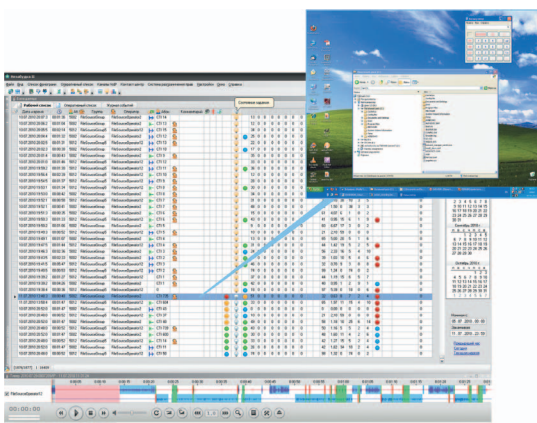
- enables a high-quality call recording;
- provides the detailed information on groups, calls technical parameters and other;
- supports free seating of agents;
- ensures highly secure data storage;
- enables easy search through the huge speech databases, including keyword/ phrase spotting.

### Agent evaluation cards

The classical method of call center quality assessment is a wiretapping of randomly selected recordings that is quite exhausting. Supervisor is obliged to listen to a lot of recordings, mark points and evaluate the fragment relying on a number of parameters like literacy language, subject knowledge, and compliance with instructions. But a supervisor can neither manually process 100% of recordings nor give an objective agent evaluation. Smart Logger II has a flexible mechanism of special evaluation cards that allows to speed up and formalize recordings processing and analysis.

### Screen recording

The system allows to control agent performance due to screen monitoring and recording tools. Screen recording is synchronized with the recording of related call. The recording quality can be adjusted. Video frame capture frequency is from 2 up to 10 frames per second, data compression is performed using of modern compression codecs.

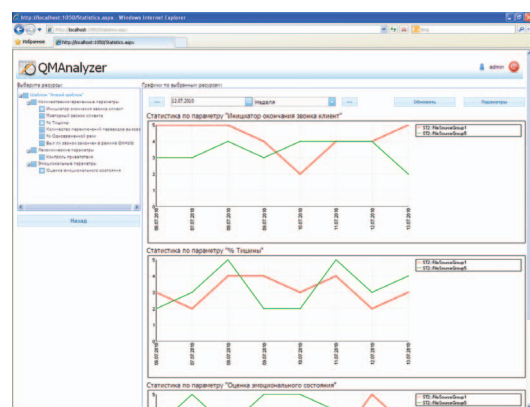


### Automatic call analysis

Smart Logger II quality management module allows to objectively evaluate agents, increase supervisors' productivity and accurately measure customer satisfaction level.

100% of phonograms is evaluated on the basis of quantitative and timing analysis as well as analysis of lexico-semantic structure of speech and speakers emotional state. The system analyzes 3 level of parameters:

- Interaction (% of simultaneous speech, barge in, timeouts etc.)
- Linguistic (swearwords and other keywords)
- Acoustic (pitch, rate, intensity, intonation, tempo etc.)



# Integrated automatic analysis of calls in call centers

The classical method of agent evaluation based on randomly selected recordings wiretapping inevitably results in a number of issues

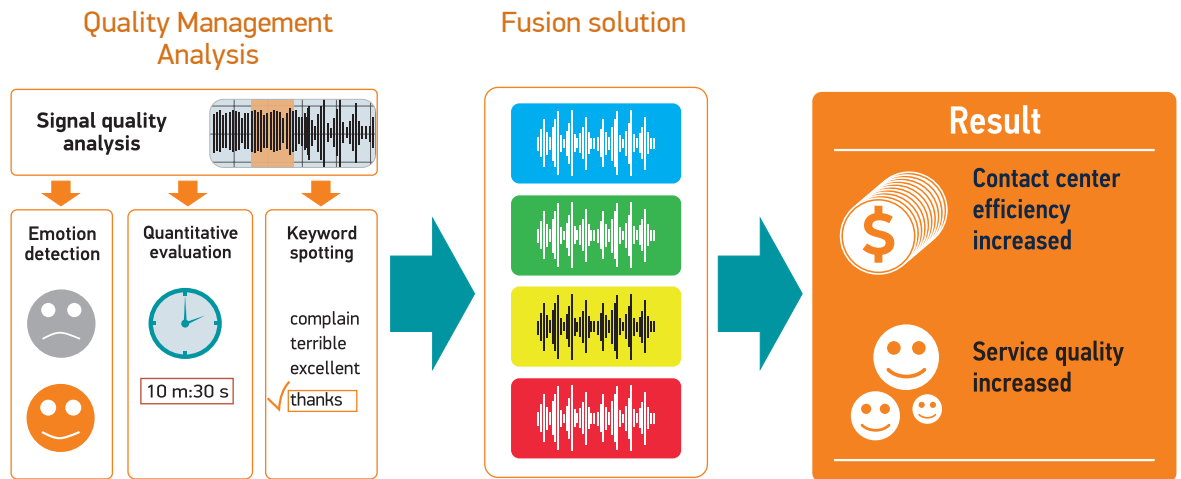
- The evaluation process is time-consuming and requires significant resources
- The manual method allows checking only 3-5% of all recordings
- Standard supervisor/agent ratio is 1:12
- No formal criteria of evaluation, some parameters are overweighed
- Subjective opinion of supervisors predominates

Otherwise, Smart Logger II automates the procedures of call center agent control and evaluation and is considered to be one of the most efficient quality management (QM) systems for call centers.

Smart Logger II performs

- Automated analysis of recordings
- Agent evaluation
- Customer behavior analysis

Each call is evaluated relying on three groups of parameters



## Quantitative and timing analysis

- Call duration;
- The number of held calls, the total calls holding time for each client;
- Identification of the person who was the first to start and end the conversation;
- The number of repeated customer calls for a set period of time;
- Parameters of speech activity:
- Percent of agent speech in conversation
- Ratio of duration of operator speech to the duration of client speech
- The number of barge-ins made by the operator, etc.

## Lexico- semantic analysis

- Control of phrases and phrases within typical scenarios;
- Control of filler-words and hesitation pauses in agent speech;
- Control of words and phrases banned for use;
- Annotation of topics of conversation;
- Identifying verbal indicators to assess customer satisfaction.

## Emotions analysis

- Real-time control of speaker normal emotional state is performed individually for each speaker (agent and client)
- System users receive an instant notification in case of the deviation of the speaker's emotional state from a fixed standard.

## Result:

As a result of the complex analysis there are statistical reports generated according to the parameters customized for different groups of users: customers, agents and call center teams.

Smart Logger II allows

- measuring the level of satisfaction of 100% of customers;
- estimating 100% phonograms;
- detecting 100% of "hidden" claims;
- detecting 100% of disloyal customers.

## SCREEN ANALYTICS

Logging and analyzing actions performed by call center agents significantly extend the range of tasks solved by the quality assurance service, enable estimating call center capacity, evaluating software ergonomics, information systems integrity and current service regulations.

Smart Logger II Screen Analytics provides you with tools for estimation and review of actions performed by each call center agent during their communication with customers and for integral analysis of call center staff efficiency while they are working with software.



## ADVANTAGES OF SMART LOGGER II SCREEN ANALYTICS

Using a combination of Smart Logger II components for voice analytics allows our customers to control and evaluate call center agent performance. It enables solving the following tasks:

- To analyze actions performed by call center agents on their PC during long speech pauses
- To find out the reasons for customer repeat calls
- To monitor actions with software performed by an agent after a customer has pronounced certain key words or phrases

## Flexible and intuitive architecture for different tasks

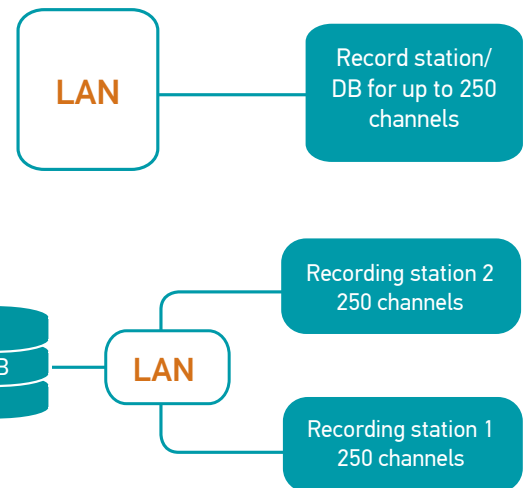
Due to the scalable and flexible architecture of the system it can be used in small front offices as well as in distributed contact centers. The system can be extended and expanded with the help of typical stations of different RAID and memory.

### Up to 250 recording channels

In the recording system of 250 channels and less, all software components can be placed within a single platform. This feature allows optimizing the cost of the equipment while fully maintaining the reliability and functionality.

### More than 250 recording channels

In case of more than 250 recording channels system, the database server is allocated to a separate platform, and the number of model recording stations can vary according to the size of the call center. The centralized database can reach 100 million phonograms.



## Smart Logger II Specifications

- Work in networks with static and dynamic IP-addresses
- Codecs: g.711, g.729a
- Size of record station database up to 5 million of recordings
- Size of centralized backup database up to 100 million of phonograms
- Audio file formats: \*. wav, G.711 a/mu-law stereo, IMA ADPCM 4 bit mono
- Compressed format of files on CD / DVD ± R / RW: \*. wml

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