

HIGHLIGHTS

- Call and screen recording enable users to see the “whole picture”
- Flexible scorecards measure agent performance vs. KPI’s
- Reports show historical and trending performance and identify areas of opportunity
- Intelligence gained from Encore’s Analytics leads to process and workflow improvements

Enhances the Customer Experience with 360 Degree Recording and Analytics

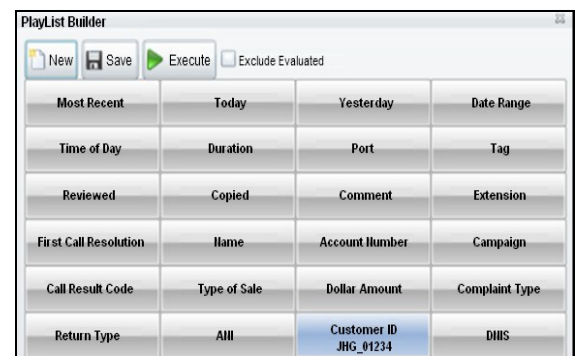
Experience Encore Enterprise - a powerful call and screen recording, quality management, reporting and analytics solution. With Encore in your enterprise or contact center, you can monitor, log, review, retrieve, evaluate and analyze all customer communications. No other system combines so many features and flexibility in such a compact, reliable and affordable package.

The Encore Enterprise Suite consists of:

- **Encore Call and Screen Recording** integrates voice recordings with desktop activity for maximum business intelligence to improve customer satisfaction and uncover agent challenges.
- **Encore Quality Management** provides the ability to monitor, conduct evaluations, tag recordings, compare evaluators, and provide feedback to improve productivity.
- **Encore Reporting and Analytics** consolidates data from recordings, the telephony switch, desktop applications and optional analytics engines to identify coaching opportunities, best practices, process improvements and business intelligence.

RECORDING FEATURES

Comprehensive Recording. Whether you need 100% recording or selective, Encore records the conversations and desktop activity that takes place during a call and stores those files, along with any associated data captured from the phone switch and desktop applications, into libraries which can be further segmented into “play lists” for quick retrieval and review. Recordings are accessible based upon user-defined permissions and privileges. Encore’s easy-to-use “iTunes” type player allows evaluators to skip ahead and even tag certain sections within a call for efficient review.



PlayList Builder			
New	Save	Execute	Exclude Evaluated
Most Recent	Today	Yesterday	Date Range
Time of Day	Duration	Port	Tag
Reviewed	Copied	Comment	Extension
First Call Resolution	Name	Account Number	Campaign
Call Result Code	Type of Sale	Dollar Amount	Complaint Type
Return Type	All	Customer ID JHG_01234	DNIS

Global Search and Retrieval. It doesn’t matter if Encore is in one office or 20 offices, users are able to retrieve recordings regardless of where they are stored. Built-in search functions such as Date Range, Customer ID or account number allow you to immediately retrieve the recordings and review or forward on to a requesting party.

Encryption. Protect your customers’ sensitive data and comply with the latest state, federal and industry regulations using Encore. Encore encrypts or permanently removes social security numbers, credit card numbers, credit card validation codes or values, etc., using industry standard algorithms and secure protocols. Encore’s role-based access and audit trails all help assure data security compliance.

Advanced Security Features. Multiple permission levels allow you to control who can access recordings, evaluations, and reports and what permissions they have. Permissions can be set at the individual or team level.

Flexible Recording Methods and Seamless Integrations. Encore can record TDM and VoIP (SIP trunk-side or VoIP station-side) calls by seamlessly integrating with all major switches, including AltiGen, Avaya, Cisco, Iwatsu, Mitel, NEC, Nortel, ShoreTel, etc.

Notification Alerts. If anything goes wrong with the system, whether it be a device filling-up or a drive going bad, Encore’s Notifier has an extensive menu of alarms that can page, email, sound alerts and send SNMP traps to notify appropriate personnel immediately.

QUALITY MANAGEMENT FEATURES

Customizable Scorecard. Evaluators or supervisors can build and modify custom scorecards to include only the KPIs that they want their agents measured against, such as the goals of the organization. Choose from several different question types, including a pick list (multiple choice), fill-in-the-blank, grading scales or yes/no. Comment areas are available for each question or for the entire evaluation.

Performance Tracking. Evaluate and score agent performance in near real-time, allowing for immediate feedback. After scoring the interaction, supervisors can e-mail the evaluation and recording to the agent, or to the team as an example of best practices. Timely feedback and coaching is essential to an agent's performance.

Calibration Analysis. If multiple evaluators within your organization review the same call for different purposes, such as for compliance or sales, use Encore's calibration reports to compare evaluator grading behavior and ensure scoring consistency. Calibration is available at the overall evaluation form level or at the question level/

Business Intelligence Gathering. Collect and analyze critical marketing information to understand which scripts need modifications or how well customers rate the quality or value of a product or service. Communicate the business intelligence to different departments within your organization to enhance products, processes and procedures, and help make your business more competitive.

Form Used - Agent Performance and Business Intelligence (Revision=1)

Agent: Britne Arzola **Evaluator:** Administrator

Date: 3/28/2011 **Duration:** 00:09:16 **Manual Fail:** No

Accuracy Skills	58.9%	Service (Professionalism)	76.7%
Affirm the choice	90.0%	Solve	50.0%
Competency (Correct informati	80.0%	Procedures	95.0%
Competency and Honesty	50.0%	Professionalism	50.0%

Agent Performance Business Intelligence

Introduction Accuracy Skills Competency/Honesty Respect/Professionalism

- Executes proper notes: Yes No
- Executes proper workflow(s): Yes No
- Did the consultant listen with the intent to serve throughout: S ME F NI U
- Provides complete and accurate information: S ME F NI U
- Member was verified properly: Yes No
- Was accurate information provided, along with appropriate l: W! OK NI UN
- Tone was friendly throughout the call: E VG G NI U
- Level of friendliness: ★★★★★
- Engages member in expectations and clarifies request: every much so

Always need to properly verify a member. Please review the member verification process.

Callouts:

- Scoring Categories
- Track Performance & BI
- Questions Tied to Categories
- Comment Field
- View Employee & Session Details Information
- Sections of a Call
- 4 Different Question Types

REPORTING AND ANALYTICS FEATURES

Comprehensive Reporting. Encore Reporting consolidates data from recordings, the telephony switch, desktop applications and optional analytics engines to identify best practices and coaching opportunities and gain insight into customers' needs and wants. Its ad hoc and custom reports focus on agent, team and evaluator performance and business intelligence. Encore uses Microsoft Reporting Services, which includes an easy-to use Report Builder, on-demand or scheduled report delivery and extensive drill-down capabilities.

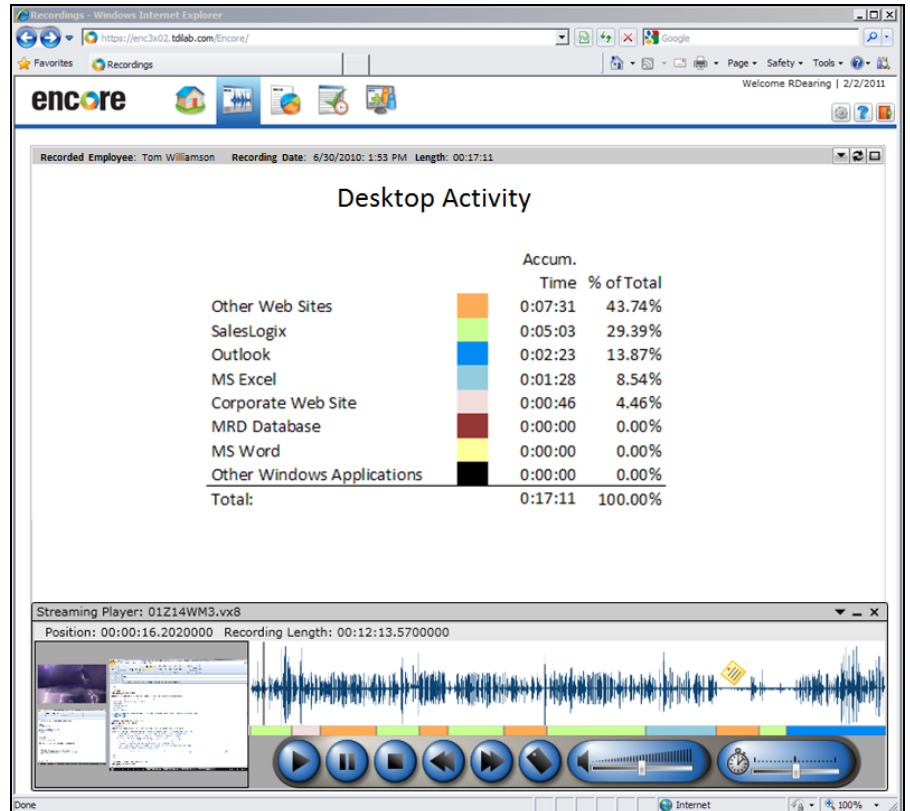
Speech Analytics. In addition to the typical benefits of speech analytics, this optional application in the Encore Suite, is particularly useful for streamlining the quality management process. By flagging key phrases, or lack thereof, evaluators can zero in on key recordings for review. And, while reviewing, even skip to the specific section of the recording that needs to be

Desktop Analytics. Encore's Desktop Analytics solution, *eCapture*, is an optional software module that helps users capture critical customer data, protect sensitive information and optimize QM processes and workflow.

Data such as customer ID, patient number, call result code, etc., can be extracted from desktop applications and linked to call recording files. Users can then search and review groups of related calls based upon specific criteria like account number, customer, or call result. This is particularly helpful for resolving disputes.

eCapture also provides the capability to set triggers to encrypt or scrub (permanently removal) a portion of the call, such as when sensitive data, like credit card validation codes or protected health information, is shared.

Users can also capture events from desktop applications and report on what application or Website is being used during various parts of conversations and percentage of time spent in each. This is particularly useful in improving workflow processes.



About SRMS Network Technologies

SRMS is a national computer services provider headquartered in South Eastern Pennsylvania. Secure, Reliable, Managed, Solutions (SRMS) was founded in 1998 and has since become an industry leader in the area of information technology.

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