



# Improve Customer Service with ZCC Record and Evaluate

Implement a complete recording and coaching solution

## Upskill your staff to deliver better, quicker service

Zeacom bought market leader Mi Audio in 2008, to fully integrate the voice recording, evaluation and coaching application into its Zeacom Communications Center (ZCC) Unified Contact Center solution.

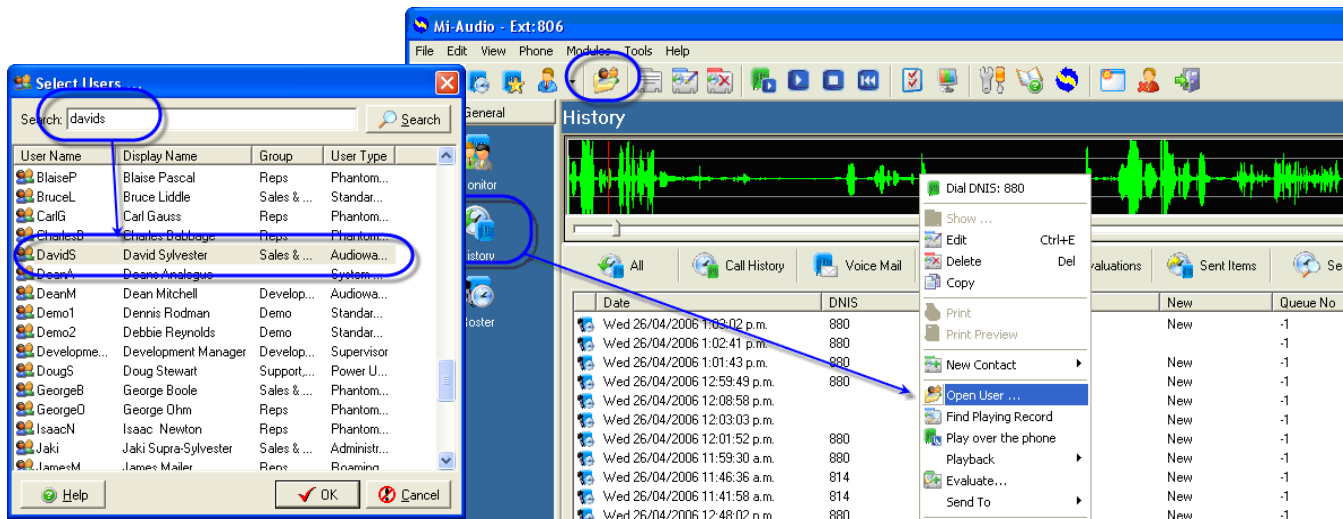
Re-branded as *ZCC Record and Evaluate*, it enables you to easily record, archive and retrieve contact center agent conversations and screens – primarily for evaluation and training purposes. This smart solution enables you to run your contact center more smoothly. It also helps to cover legal or statutory business practice requirements, and helps to screen out potentially malicious activities.

## Optimize Communications Processes

The recording, evaluation, screen capture\* and coaching functionality is aimed at improving and finetuning customer communications. The software is engaging and easy to use, with intuitive templates that don't require any IT specialist's input. *ZCC Record and Evaluate* lets you upskill staff and make them more effective, as they learn how to shorten, simplify or refine typical customer conversations.

*ZCC Record and Evaluate* lets you reduce costs and improve customer satisfaction. The solution has already been implemented successfully across many Zeacom sites. Our customers use the recordings to analyze current communications processes and find new ways to optimize their systems and processes.

Simply double click the desired recording to launch the embedded player and play the recording



Date	DNIS	Queue No
Wed 26/04/2006 1:03:02 p.m.	880	-1
Wed 26/04/2006 1:02:41 p.m.	880	-1
Wed 26/04/2006 1:01:43 p.m.	880	-1
Wed 26/04/2006 12:59:49 p.m.	880	-1
Wed 26/04/2006 12:08:58 p.m.	880	-1
Wed 26/04/2006 12:03:03 p.m.	880	-1
Wed 26/04/2006 12:01:52 p.m.	880	-1
Wed 26/04/2006 11:59:30 a.m.	880	-1
Wed 26/04/2006 11:46:36 a.m.	814	-1
Wed 26/04/2006 11:41:58 a.m.	814	-1
Wed 26/04/2006 11:27:48 a.m.	880	-1

## Product Overview

*ZCC Record and Evaluate* is a smart but competitively priced Windows based telephone-recording tool\*\*. It is available in 'all calls' recording and selective recording configurations, and offers both extension side (for individuals) and trunk side recording options (for queues).

The simplicity of 'self-population' or 'auto-registration' of extensions within the Record functionality is what makes *ZCC Record and Evaluate* stand out, compared to other applications. There are no complicated import or set up requirements. Extensions are simply added as they are recorded.

You can record a sample of calls by using on-demand recording or a simple Scheduler Module that lets you schedule agents to be monitored at pre-set times and have conversations recorded. Everybody can work their normal duties without the need to laboriously 'plug in' to monitor sample calls.

Recordings are saved to the hard drive as portable .wav files, to enable smart multimedia possibilities. You can 'drag and drop' voice clips to another folder, redirect a conversation across your LAN or attach clips to emails.

## Advanced Call Evaluation and Coaching – To Improve Contact Center Performance

You can enhance your Contact Center's regular training courses with ZCC Evaluate, as it delivers ongoing targeted coaching of individuals. You will translate newly learned skills into long-term workplace practice.

- Identify coaching requirements for individuals who require assistance in specific areas
- Catch minor slippages in performance before they become habitual practice.
- Use ongoing team evaluation to identify the next steps to develop a team and deliver the next level of service

The evaluation program utilizes a user customizable library of CSR behaviors, containing hundreds of standard templates, so that coaching can be focused on the areas where improvement is needed. High performance areas will also be identified, to motivate staff to strive for excellence.

## Superior Playback, Search and Archiving

Managers can *play back* recordings simply by selecting the desired CSR from a drop down list, and select calls.

- Simple retrieval saves everybody time and encourages use across the board

A superior *search and retrieval* capability makes recorded conversations easy to identify and retrieve. You can call up critical information through a simple user interface, based on a range of parameters.

- Use a wide range of criteria to find those conversations you need: Active records, Archived records, CLI, User, Record type, Time and date, Queue, Length of call, Reference content (i.e. in the notes) etc

A *multi-routine archiving* process makes everything easy. Flexible archiving ensures that recordings are archived to *off-line* media such as DVD or tape. A copy is kept on the *on-line* server for a set time in case of disputes, to allow for a quick search and retrieval. After that, recordings are automatically purged. Calls that have been evaluated are treated separately, and can be retained on the on-line system for longer periods.

## More Information

For more information on *ZCC Record and Evaluate*, or if you want to check out how other ZCC functionality like ZCC Rich Presence or ZCC Mobility can benefit your communications, visit our website [zeacom.com](http://zeacom.com)

To request a live ZCC demonstration, contact your Account Manager or visit [zeacom.com](http://zeacom.com)

\* Screen capture functionality will become an integral part of *ZCC Record and Evaluate* in the near future.

\*\* *ZCC Record and Evaluate* is platform dependent.