Interaction Quality Manager™

Monitor and improve business performance across all contact channels.

Employee performance is the single largest factor in determining customer satisfaction. Interaction Quality Manager™ helps organizations ensure that every employee performs at the top of their abilities. Customers are increasingly interacting with businesses using non-voice communications such as email, chat, and social media. With this shift in consumer preferences, organizations often struggle to deliver consistent service quality across all customer channels. A quality management system that supports multiple channels is necessary for success.

Manage quality in every channel – not just voice.

Because Interaction Quality Manager is a Customer Interaction Center® (CIC) add-on application, it offers ready access to the comprehensive multichannel interaction capture capabilities of Interaction Recorder®. This allows organizations to easily extend their quality programs across all customer contact channels.

Configuring and maintaining Interaction Quality Manager settings and users is easy using CIC's single administration interface. Organizations can streamline quality efforts with everything they need within a single system – forms, recordings, and reports. This common point of administration eliminates the need for duplicate administrative tasks often associated with stand-alone quality systems.

Make quality work better – and faster.

Interaction Quality Manager simplifies quality processes with innovative scoring features, powerful search capabilities, out-of-the-box reports, and the ability to easily share information. Interactions can be automatically delivered for scoring, saving large amounts of time often spent looking for interactions to evaluate. Additionally, speech analytics and customer feedback results provide deep insights to ensure the best customer interactions are selected. Focusing resources on high business value interactions significantly increases the quality organization's value to the company.

Access quality information and recordings with Interaction Web Portal.

Fairly assess performance and give quick feedback.

Quality programs have difficulty gaining acceptance and delivering expected results if the process is perceived as unfair by employees. An effective calibration process is a best-practice approach to ensure quality assessors are consistent in their performance evaluations. Interaction Quality Manager supports the calibration process by sending the same interactions to team members to score, compares results, and produce reports that show where scores differ – and by how much.

Prompt feedback works much better to change undesirable behaviors or encourage proper ones. Interaction Quality Manager works with Interaction Recorder's live monitoring capability to create evaluations as customer interactions take place. The results are instant – giving employees the chance to react to interactions while the information is still fresh in their minds.
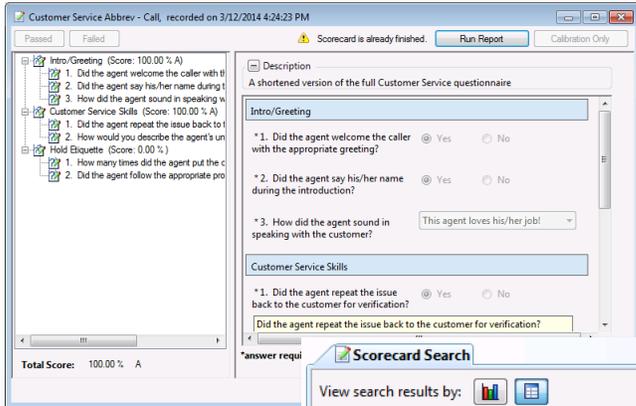
Key Benefits

- Extend quality management efforts beyond phone calls.

- Provide regular feedback on individual performance.

- Reduce risk associated with non-compliance actions or customer disputes.

- Find and fix broken business processes.
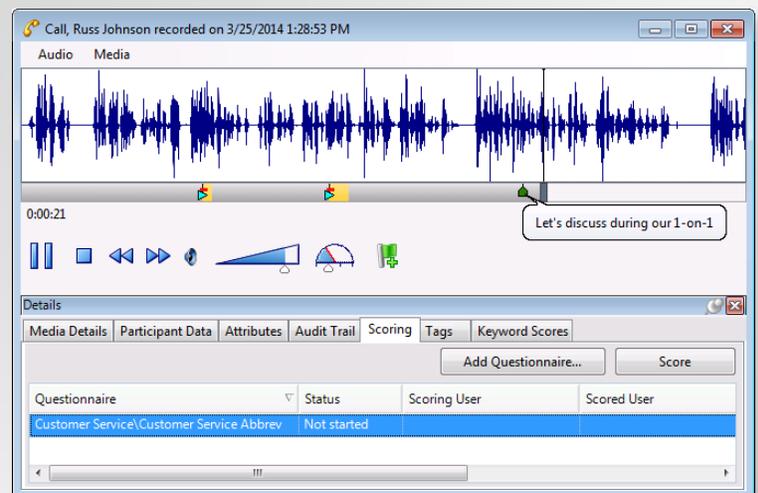
Add annotations to call recordings.

INTERACTIVE INTELLIGENCE®

Get the full workforce optimization suite.

Interaction Quality Manager is a part of the Interactive Intelligence workforce optimization (WFO) suite, a comprehensive solution for optimizing workforce performance to achieve operational goals. Seamless integration with the Interactive Intelligence all-in-one contact center solution ensures quick deployment, lower operating costs, and worry-free operation. Interactive Intelligence WFO provides feature-rich functionality for interaction recording, workforce management, quality management, customer feedback, strategic planning, and real-time speech analytics.

Key Features	Key Capabilities
Scorecards	• Create wizard-driven scorecards to assess employee performance, process compliance, and customer satisfaction. • Get flexible choices for question type, importance, question weighting, and commenting. • Automatically calculate score including Critical vs. Non-Critical scores.
Recordings	• Gain integrated access to multichannel interaction and screen recordings. • Quickly navigate to bookmarks and notes added by reviewers as well as event driven annotations. • Find interactions based on any available information, including speech analytics and customer feedback information.
Calibration	• Tag and score interactions for calibration. • Access out-of-the-box calibration reports.
Workflow	• Automatically identify and deliver interactions for evaluation. • Optionally require employee sign-off on completed evaluations.

Create wizard-driven scoring forms.

Get comprehensive scorecard search capabilities.

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Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to improve the customer experience. The company's unified IP communications solutions, which can be deployed via the cloud or on-premises, are in use by more than 6,000 organizations worldwide.

At Interactive Intelligence, it's what we do.

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