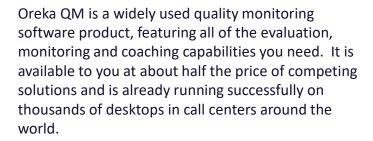


PRODUCT BRIEF

OREKA QM

All the Quality Monitoring Features you need, at Half the Price



This highly intuitive, flexible and customizable product can be installed in under 30 minutes and enable you to start evaluating calls the very same day. You can even choose our free 30-day pilot to make sure it effectively addresses all of your needs.

Oreka QM is designed to help contact centers identify operational issues, increase agent productivity and enhance customer service by:

- Assessing how well agents are interacting with customers
- Identifying agent skill gaps and areas for additional training
- Understanding how effectively your processes and technologies support customers
- Identifying areas to improve operational performance and customer interaction workflow
- Generating customizable performance reports to enhance decision making



Feature Highlights

- Fully customizable evaluation questionnaires
- Detailed reporting capabilities; form level summaries, calibration tables, section-level details and question-level details
- Create custom coaching agreements commensurate with specific agent performance goals
- Free 30-day trial
- Easy to use and customize (to fit your specific needs)
- Filter reports by date, groups/departments, agents and managers/supervisors
- Standalone product or seamlessly integrated into Oreka TR total recording solution

OREKA QM

sample reports & interface

