

PRODUCT BRIEF

OREKA QM

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



Oreka QM is a widely used quality monitoring software product, featuring all of the evaluation, monitoring and coaching capabilities you need. It is available to you at about half the price of competing solutions and is already running successfully on thousands of desktops in call centers around the world.

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

Oreka Quality Monitoring		User Detailed Report		
Question Category	(Scorecard)	Min Score	Avg Score	Max Score
Arteaga Francisco - Group: CustomerSupport				
- Greeting	(Customer Support QA Form)	0.02	0.02	0.02
- Listening Skills	(Customer Support QA Form)	3.75	3.75	3.75
- Resolve Issue	(Customer Support QA Form)	3.75	3.75	3.75
- Promote CNU	(Customer Support QA Form)	0.02	0.02	0.02
- Attitude/Empathy	(Customer Support QA Form)	5.00	5.00	5.00
- Proper Close	(Customer Support QA Form)	0.02	0.02	0.02
- Call Notation	(Customer Support QA Form)	2.50	2.50	2.50
Capovilla Lucila - Group: CustomerSupport				
- Greeting	(Customer Support QA Form)	0.02	0.02	0.02
- Listening Skills	(Customer Support QA Form)	1.88	2.81	3.75
- Resolve Issue	(Customer Support QA Form)	3.75	5.02	7.50
- Promote CNU	(Customer Support QA Form)	0.02	0.02	0.02
- Attitude/Empathy	(Customer Support QA Form)	2.50	3.75	5.00
- Proper Close	(Customer Support QA Form)	0.02	0.02	0.02
- Call Notation	(Customer Support QA Form)	2.50	3.75	5.00
Fernandez Javier - Group: CustomerSupport				
- Greeting	(Customer Support QA Form)	0.00	0.31	0.02
- Listening Skills	(Customer Support QA Form)	3.75	3.75	3.75
- Resolve Issue	(Customer Support QA Form)	7.50	7.50	7.50
- Promote CNU	(Customer Support QA Form)	0.02	0.02	0.02
- Attitude/Empathy	(Customer Support QA Form)	2.50	3.75	5.00

Oreka Quality Monitoring - User Detailed Report Page 1

Oreka Quality Monitoring		User Detailed Report		
Question Category	(Scorecard)	Min Score	Avg Score	Max Score
- Proper Close	(Customer Support QA Form)	0.02	0.02	0.02
- Call Notation	(Customer Support QA Form)	2.50	3.75	5.00
Ricagno Pilar - Group: CustomerSupport				
- Greeting	(Customer Support QA Form)	0.02	0.02	0.02
- Listening Skills	(Customer Support QA Form)	3.75	3.75	3.75
- Resolve Issue	(Customer Support QA Form)	0.00	1.88	3.75
- Promote CNU	(Customer Support QA Form)	0.02	0.02	0.02
- Attitude/Empathy	(Customer Support QA Form)	2.50	3.75	5.00
- Proper Close	(Customer Support QA Form)	0.00	0.31	0.02
- Call Notation	(Customer Support QA Form)	2.50	3.75	5.00
Vacherand Maximiliano - Group: CustomerSupport				
- Greeting	(Customer Support QA Form)	0.02	0.02	0.02
- Listening Skills	(Customer Support QA Form)	1.88	2.81	3.75
- Resolve Issue	(Customer Support QA Form)	3.75	5.02	7.50
- Promote CNU	(Customer Support QA Form)	0.02	0.02	0.02
- Attitude/Empathy	(Customer Support QA Form)	2.50	3.75	5.00
- Proper Close	(Customer Support QA Form)	0.02	0.02	0.02
- Call Notation	(Customer Support QA Form)	5.00	5.00	5.00

Oreka Quality Monitoring - User Detailed Report Page 2

OrekaTR **Browse** Live Admin

| recordings | tags | audit trail |

RECORDING DETAIL

Export Email back

Segment ID: 0992
Tape ID: 0992
File name: test2.wav
Service name: oreka-recorder.lancom.com
Tape offset: 0
Time: 2010-06-30 07:49:09
Duration: 14
Local party: 152martinez
Local Entry Point:
Remote party: 788914221
Direction: IN
User ID: 5
User Name: Nicolas Martinez
Local IP: 192.168.4.137
Remote IP: 192.168.4.223

Program Name:

TAG CREATION

mark recording [secs.] create tag

Quick tag name: [] create quick tag

SCORECARD PDF Report NEW

Scorer: admin admin
Group: Customer care
Scorecard: Customer care
Total Score: 0.00 - 0% (Max: 100.00)
Autofill: [] Last saved: 1949-12-31 20:00:00

Save Update Scores Reset

QUESTION DESCRIPTION	SCORE	COMMENTS
CUSTOMER CARE	0.0	
Thanked Caller / Program Identified	0 - No	
Empathy / Willingness to Assist	0 - No	
Friendly, Enthusiastic Tone	0 - No	
Courtesy Words and Phrases	0 - No	
Knowledgeable / Confident (Understood/Used Appropriate Terminology)	0 - No	
Used Caller's Name / Sir or Ma'am	0 - No	
Clear Speech Patterns	0 - No	
Used Proper Grammar	0 - No	
Controlled Call	0 - No	
Progress Reports / Dead Air	0 - No	
Active Listening Skills	0 - No	
Displayed Professionalism	0 - No	
Hold Button Used Only When Necessary	0 - No	
Provided Adequate and Appropriate Suggestions for Matching/Alternative Products	0 - No	
Successful Cross-Sell/Upsell	0 - No	
Verified Order Details - Products, Ship To Address, Etc.	0 - No	

OrekaTR **Browse** Live Admin

| recordings | tags | audit trail |

Filter by [] Search

Monitored only []

Tag name: [] Select tag

Tag text: []

Segment ID: []

Min Duration: [10]

Max Duration: [15]

Local Party: []

Remote Party: []

User first name: []

User last name: []

IP Addresses: []

Start Date: [2010-07-01 00:00:00]

End Date: []

Outgoing [] Incoming [] Both []

Audio [] Screen [] Both [] All []

Hide metadata filters...

Metadata [] No metadata [] All []

Local Entry Point: []

UC ID: []

More Quality Monitoring filters...

Calculate disk space Reset Search

Recordings Reports

1612 recordings

RECORDINGS REPORTS PDF HTML CSV

Stats Report: [PDF] [HTML]

Summary Report: [PDF] [HTML] [CSV]

QUALITY MONITORING SCORECARD REPORTS PDF HTML CSV

Group Report: [PDF] [HTML] [CSV]

Group Detailed Report: [PDF] [HTML] [CSV]

User Report: [PDF] [HTML] [CSV]

User Detailed Report: [PDF] [HTML] [CSV]

Scorer Report: [PDF] [HTML] [CSV]