

ScoreCARD BY ZOOM

Contact Center Quality Evaluation tool

Increasing the value
of your investment in Cisco IP telephony

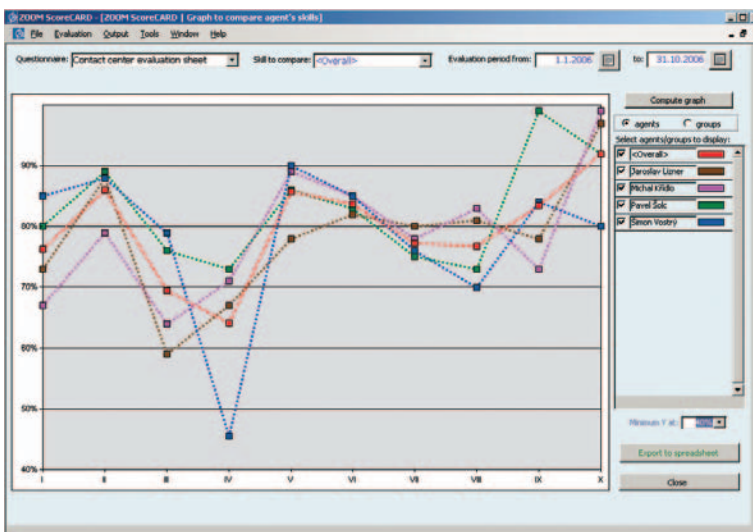


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- Is customer satisfaction important to your business?
- Do you want a measurable way to evaluate employee performance?
- Do you want to identify any weaknesses in your customer interactions?
- Do you want a decision-making tool?
- Do you want to improve the performance of your employees?
- Do you want to increase customer loyalty?

ZOOM ScoreCARD is THE solution.

- **Create:** Customize a questionnaire to your needs
- **Evaluate:** Listen to system-selected recordings and mark them based on your preset criteria
- **Review:** Compare the graphs and identify areas for improvement
- **Act:** Make informed decisions, empowering you to correct weaknesses



ScoreCARD produces rich reports identifying the skills of a particular agent or comparing agents between themselves. Based on these results, decisions can be made regarding training in areas where performance is not up to expectations. Access rights to the results can be configured and are based on roles or individual responsibilities.

WHAT IS A ScoreCARD ?

ScoreCARD is a comprehensive and fair reporting tool. It is designed to help you monitor employee performance and customer service levels.

- Pre-set library of weighted scoring criteria
- Accurate performance evaluation
- Notes and comments can be attached to each evaluation call

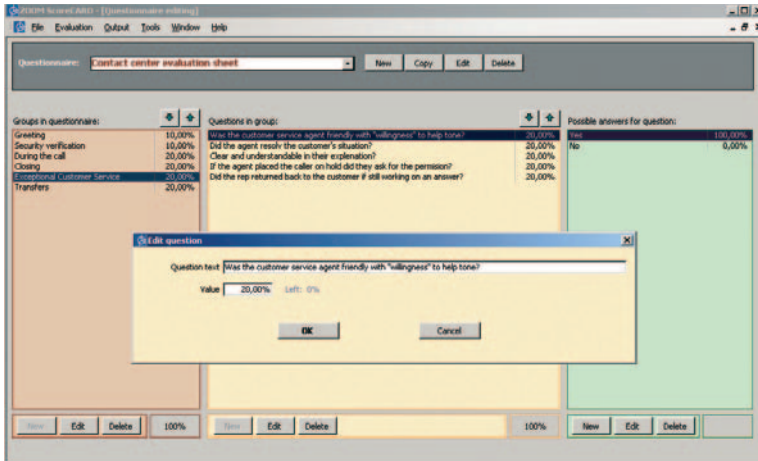
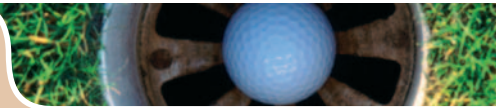
It is flexible and easy to use yet powerful and equipped with comprehensive features.

- Flexible, easy to use design
- Powerful reporting features
- Secure access to calls

THE RETURN ON INVESTMENT

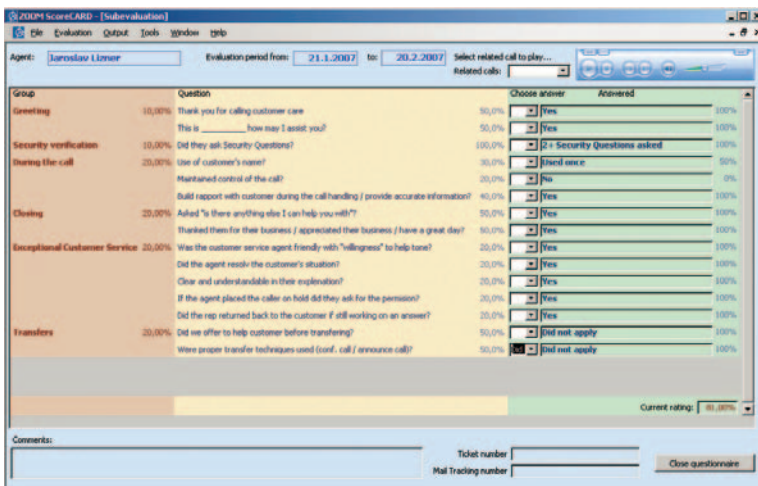
ScoreCARD gives you the tools to:

- Safeguard your company's brand image and reputation
- Identify any weaknesses in your contact centre service and communication
- Improve staff training and performance
- Motivate your workforce with clear priorities
- Reduce staff turnover and re-training costs
- Reduce frequency of incidents
- Increase customer satisfaction and loyalty
- Increase repeat customer business and overall revenue



CUSTOMIZING AND USING YOUR QUESTIONNAIRE

- Qualified users access the intuitive questionnaire builder to set their own evaluation criteria for each type of service that the contact center offers. Options include number of calls, minimal and maximal call length, day of week and hours range.
- ScoreCARD automatically selects X random sets of calls from the given interval for scoring.
- Different questions can be grouped together based on relevancy and each group can have its own "weighting". The overall score is influenced by the "weighting" of each question.
- ScoreCARD replays the call and the supervisor actively selects the appropriate answers according to the weighted criteria.
- The overall score, as well as scores for each question and group of questions, is saved with the evaluation.



ZOOM International

ZOOM International provides powerful call recording and contact center quality management solutions for IP telephony users worldwide.

With offices in USA, Europe and Asia Pacific, ZOOM has won over an international clientele across a wide range of industries. Strong management, a clear vision and investment in research and development underscore ZOOM's commitment to delivering world-class solutions.

ZOOM is a Cisco Technology Developer Partner.



Please feel free to contact us at any time for more information about ZOOM ScoreCARD.

We are happy to provide you with personal references upon request.

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FUNCTIONALITIES

- Agent skill groups support
- Seamless integration with CallREC
- Possibility of centrally planning evaluations
- Recordings which have been evaluated are protected from deletion in CallREC
- Quick install and easy of use
- Export evaluation results and graphs to Excel
- "What-if" scenario ability
- Possibility of creating multiple and varied evaluation forms
- Recordings for evaluation are selected by preset criteria (inbound-outbound)
- Selecting qualified calls by specifying the days, hours, minimum and maximum length, for evaluation
- Agent access to individual results
- Intelligent call-analysis which shows the communication from the client point-of-view
- Integrated player for recordings
- Two types of output graphs: Agent/group analysis and comparison between agents/groups



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