

You'll know Quality

when you hear it.



mentor QA SUITE™

Agent monitoring and evaluation

The **Mentor Quality Assurance Suite™** adds agent evaluation capability to your **Fusion Series 7™** system. When coupled with the **Praetorian Voice Recorder™** for scheduled, random, on-demand or continuous recording, your system becomes exponentially more powerful.

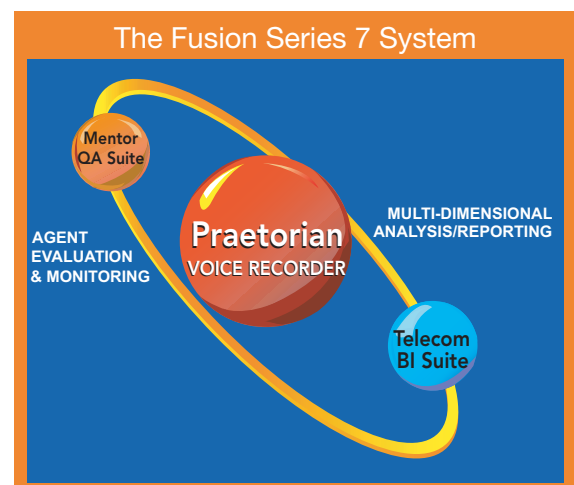
Most customer relationships begin with a phone call—far too many end due to poor call agent performance.

Mentor gives you the tools you need to monitor, evaluate and improve agent performance so your company can capitalize on every opportunity that comes with every call. With Mentor you can:

- **Review calls at your convenience** and score them with flexible tools—directly from the desktop.
- **Analyze call data** to spot and eliminate existing or potential customer/agent issues.
- **Get a complete picture by adding Screen Capture** to record and replay agent computer screens in sync with voice recordings.
- **Provide feedback, training and real-time help.** Give your agents the feedback, targeted training and even real-time assistance they need to be more effective.

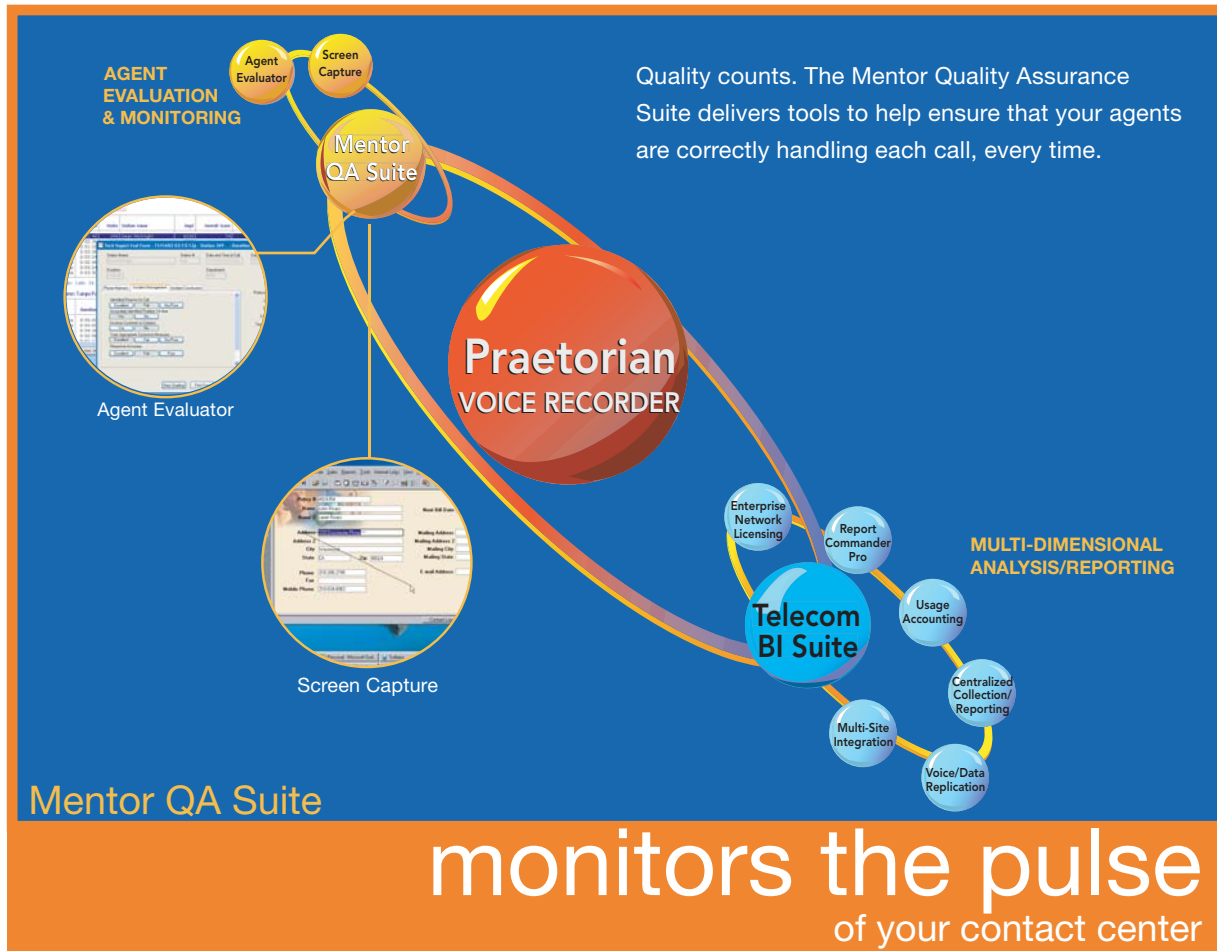
With the Mentor Quality Assurance Suite, you'll take a huge step toward ensuring that every customer has the best possible experience whenever they call your company.

- **Deliver** top quality service to your customers
- **Improve** your agents' performance
- **Present** a consistent and accurate corporate message
- **Resolve** issues by understanding customers' communications and reacting quickly



The **Fusion Series 7** system provides a complete array of solutions for customer/agent interaction and monitoring. The optional **Telecom BI Suite™** provides multi-dimensional analysis/reporting to access telecom business intelligence through customized KPIs, presenting an in-depth and comprehensive view of your contact center that allows you to optimize resources and improve profitability.

Mentor QA Suite



The Mentor QA Suite

Average by Agent - HigherGround Report Commander

Report for 11/14/02 - 12/09/02

Average by Agent

Call Center: Hartford, CT

Station Name: Dean McKnight

Date	Time	Duration	Station	Station Name	Dept	Overall Score	Proper Greeting	Response Accuracy
11/14/02	02:13:12p	0:01:48	349	Dean McKnight	6030	74	80	80
11/14/02	02:28:24p	0:02:30						
11/14/02	02:41:42p	0:01:10						
11/14/02	03:16:24p	0:03:36						
11/14/02	03:49:36p	0:03:24						
11/15/02	10:00:12a	0:02:40						
11/16/02	03:00:36p	0:05:24						
11/20/02	09:52:30a	0:03:30						

Station Name Totals: Calls: 24

Station Name: Tanya P

Date	Time	Duration	Station	Station Name	Dept	Overall Score	Proper Greeting	Response Accuracy
11/14/02	08:08:00a	0:05:00						
11/14/02	08:08:00a	0:05:00						
11/14/02	08:30:24a	0:04:30						
11/14/02	08:34:54a	0:02:06						

Tech Support Eval Form - 11/14/02 02:13:12p - Station 349 - Duration 0:01:48 - AI Attachment Form

Station Name: Dean McKnight Station ID: 349 Date and Time of Call: 11/14/02 02:13:12p Date and Time of Grading: 11/14/02 02:13:12p Grader: [Name]

Duration: 0:01:48 Department: 6030

Phone Manners Incident Management Incident Conclusion

Identified Reason for Call: Excellent Fair No/Pos

Accounting Identified Problems in time: Yes No

Involves Customer in Solution: Yes No

Took Appropriate Corrective Measures: Excellent Fair No/Pos

Response Accuracy: Excellent Fair Poor

Overall Score: [Score] %

Professionalism: [Score] %
 Listening: [Score] %
 Customer: [Score] %
 Knowledge: [Score] %
 Thoroughness: [Score] %

Buttons: New Grading, Print Form, Comments, Close

Report Commander, Auto Record Task, Instant Retrieval

Make sure your agents handle each call with the care it deserves. Monitoring and recording calls allows you to have direct control over your contact center's performance.

Your contact center agents are often the first point of contact for both new and existing customers. Their first impression will set the tone for the relationship. The manner in which your calls are handled is a direct reflection on your business. If you want to ensure that your agents handle each call the best way they can, monitoring and evaluating your calls makes sense.

- **Ensure calls are answered promptly and courteously.**
- **Stop problems before they start.** Live monitoring and instant feedback capabilities enable managers to step in and help agents resolve conflicts and complaints effectively.
- **Use real life examples** of call interactions to thoroughly train your agents.
- **Identify peak call traffic times** and adjust staffing schedules accordingly.
- **Target specific issues** and low-skill areas for correction.
- **Form a complete picture** of your contact center's overall performance using data obtained from recorded calls.

evaluation for top quality service

Agent Evaluator

Evaluate agents in real-time or at your convenience. Agent Evaluator provides flexibility to your QA initiative.

Identify, Respond and Resolve Priority Issues

Real-time or playback evaluation provides supervisors with monitoring and evaluation flexibility for faster identification, response and resolution of priority issues.

Score Agents Using a Wide Variety of Options

Detailed scoring reports and exception reports provide evaluation results on a vast array of scoring categories and grading criteria.

Get Right to the Issues

Extensive sorting and filtering enables faster, efficient processing of results. The user-defined categories, such as form names, evaluators, answers to specific questions, scores in individual categories and start dates, enable managers to get right to the issues.

Grade What Counts

Instant feedback via email expedites agent and management communication.

Define your own grading criteria. Use ready-made grading forms or customize your own.

Score at Your Convenience

Score agent performance on live or recorded calls.

Support Multiple Scores

Allow multiple managers to score a single call using the same or varied criteria.

Attach Scores to Any Recording

Scoring data is included among searchable fields.

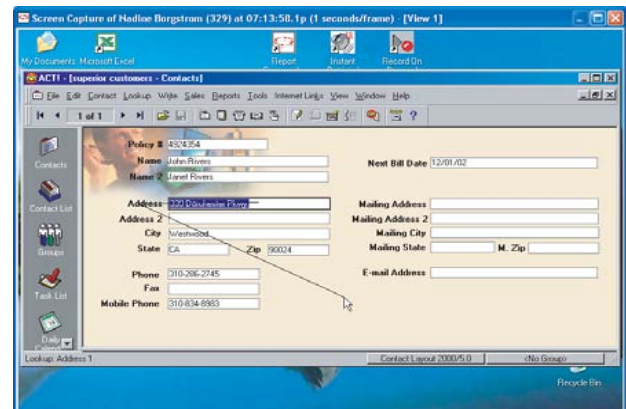
Design Reports With Only the Information You Need

Analyze and report on multiple criteria down to detail level (question, category, form) or on higher level criteria such as department or agent group. Graph the results to visualize trends on scores, question categories, agent groups or start dates.

managers can easily

- Evaluate agent performance
- Identify low skill areas
- Set benchmarks for agent productivity
- Identify training and coaching needs
- Provide best practice procedures and examples

Screen Capture



Record workstation screen actions and replay in sync with voice recordings. Screen Capture provides greater control and information feedback to supervisors.

See What Your Agents are Up To

Screen Title Tracker tracks agent workstation windows opened during calls to ensure efficient use of time. No more Solitaire.

Train in Real-time and Assist with Critical Calls

Remote Screen Controller takes over an agent's mouse and keyboard from another workstation for hands-on training and assistance right when it is needed.

Review Wrap-Up Procedures

Post-call capture continues capturing screens for a designated number of seconds after a call has been completed.

Monitor Multiple Agents From Your Desktop

Specific user view gives supervisors greater flexibility in accessing individual agents without changing screens.

Expand Your Control

Get automatic notification by designating what and when to trigger screen capture with Window title and API triggers.

Maintain Optimal Computer Speed and Operation

Optimized CPU usage reduces the impact of screen capture on system operations.

Expand Your System Capability

To enhance your recording system with added functionality and a more comprehensive view of your contact center, choose from additional components in the Telecom BI Suite.

telecom BI SUITE™

Telecom Business Intelligence Suite offers multi-dimensional analysis and reporting, usage accounting, enterprise network licensing, multi-site integration, centralized collection/reporting and voice/data replication.

The Telecom BI Suite™ is a flexible and easy-to-use contact center analysis and reporting tool that provides instant access to the KPIs you need for a comprehensive view of contact center performance.

Mentor QA Suite is lightning fast and remarkably easy-to-use

When you add the Mentor Quality Assurance Suite to the Praetorian Voice Recorder, you get all the capability and benefit of the search engine-based solutions, such as instant call retrieval from the desktop in a few clicks. Online digital storage and external hard drives facilitate automatic and unlimited archiving.

Mentor QA Suite provides more functionality for less cost of ownership

As with the Praetorian Voice Recorder, there are no hidden costs with Mentor QA, just great value with flexible purchasing programs and license agreements:

- Pay only for individual workstation licenses, no matter how many agents use each workstation with Praetorian Voice Recorder and Mentor Screen Capture.
- Pay only for individual agent and supervisor licenses or select a site license for all your representatives with Agent Evaluator.
- No search and playback licenses. Give an unlimited number of users search and playback privileges.

Mentor QA Suite surpasses reliability standards and exceeds your strictest requirements

Industry exclusive **I'm Alive™** notification service ensures system uptime by calling in nightly to say "I'm alive." If we don't get the call, our technicians take immediate action. Task Master monitors crucial applications with re-launch capability and system monitoring of over 250 hardware and software items that ensure your system will stay up and running.

Mentor QA Suite wins technical approval with leading-edge functionality

Mentor QA and all the Fusion Series 7 solutions are built with a common sense approach to software design and maintenance. A thin client philosophy, distributed online storage, robust redundancy, fault tolerant design and open architecture will set your technical staff's minds at ease.



Client Support and Professional Services

HigherGround's Fusion Series 7 is backed by the ultimate in service and support.

- **Made-to-order project plans from HigherGround Professional Services.** Service that is with you every step of the way. Our experienced, certified team works with you to define exactly what you need, provide clear, precise pre-installation requirements and create a well thought out project plan.
- **Identify activities that threaten your uptime.** Automatic proactive alarms monitor over 250 hardware and software items. In most cases our certified technicians fix any problems before you know they have occurred.
- **Stay on the leading edge of technology.** Receive free software updates throughout the duration of your support contract.
- **Get your higher education with HigherGround.** Introductory HigherGround University training courses for users and administrators are included in your purchase. Online or classroom sessions available.
- **Stay alive with I'm Alive™ notification service.** This industry exclusive feature ensures reliability by calling the Fusion Series 7 server nightly to say "I'm alive." If we don't get the call, our certified technicians take immediate action.
- **Support the way you want it, when you want it.** Online and voice support by certified technicians. Program engineers are available for consultation.