

# ULTRA

## IntelliQuality

An Intelligent Quality Monitoring Solution for Superior Performance and ROI

The quality of your customer interactions can make the difference between satisfied, long-term customers and unhappy customers who are likely to defect and costly to replace. ULTRA IntelliQuality™ is a comprehensive Quality Monitoring solution designed to enhance every interaction that shapes customer satisfaction, loyalty, and value.

With intelligent, customizable evaluation forms, a unified evaluation and playback workspace, synchronized audio and screens, and comprehensive, drill-down reports, IntelliQuality streamlines QM processes and makes them more effective. And with optional speech, screen, and performance analytics, IntelliQuality zeroes in on the interactions that matter most to your organization, aligning your QM program and your contact center with strategic business goals.

### Calls for Evaluation Delivered Automatically

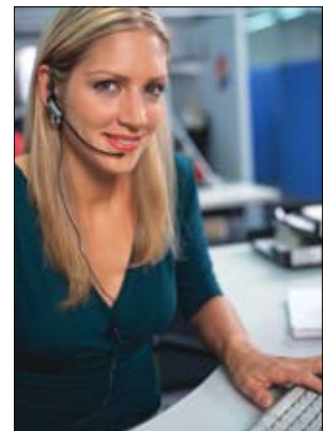
IntelliQuality automatically delivers contacts for evaluation so that supervisors can focus on improving agent performance, rather than on the mechanics of collecting calls. The IntelliQuality Smart Inbox can be customized to receive a precise quota of calls per agent or calls that meet specific contact-related criteria, such as calls of a certain duration, with excessive hold times, or about specific business issues.

### Flexible, Intelligent Evaluation Forms

IntelliQuality forms can be rapidly designed and customized to your business objectives. These intelligent evaluation forms can incorporate many types of questions and can display or hide questions based on responses to previous questions. IntelliQuality forms may include default answers (based on CTI and other data or line of business), free-form comments, and pre-set reason codes to create a more complete picture of performance and reduce the time needed to fill out forms during evaluations. IntelliQuality supports flexible scoring and automatically calculates scores based on answers and evaluation data. The result is more effective forms, more productive supervisors, and more accurate and pertinent intelligence for agents and managers.

### Key Features

- Automatically delivers calls for evaluation based on call or business criteria
- Unified evaluation and playback workspace with synchronized audio and screens
- Intelligent, customizable evaluation forms with flexible scoring
- Dashboard-style portal and comprehensive report portfolio
- Powerful speech, screen, and performance analytics to focus QM on the calls that matter most
- Aligns your contact center with important business objectives



## Enlist Agents in the Quality Improvement Process

IntelliQuality enlists agents in the quality improvement process, enabling them to view their quality scores and listen to evaluated calls to develop a better understanding of how to improve performance. Additionally, with ULTRA IntelliCoach™, a separately licensed ULTRA™ solution, supervisors and managers can deliver targeted training to agent desktops, create best practice clips from recorded interactions, and observe, assess, and assist agents in real-time customer interactions.

## Multiply the Return on Your QM Investment

Using ULTRA speech or screen analytics, calls can be selected for delivery to supervisor and manager desktops based on important business criteria — for example:

**Business issues**, such as regulatory compliance or a new sales campaign

**Customer experience indicators**, such as emotional calls or escalations to supervisors

**Customer churn triggers**, such as competitive threats or backoffice process problems

**Market segments**, such as VIP customers or customers in locations with high per capita income

ULTRA IntelliQuality and ULTRA analytics focus your QM activities on the customers and interactions with maximum business impact. Together, these ULTRA solutions help you realize far greater ROI from your QM program than ordinary QM solutions alone.

*Superior performance, extraordinary value ... from the leader in actionable intelligence solutions across the globe*

The screenshot shows the Verint ULTRA IntelliQuality interface. On the left is a navigation pane with 'Inbox' selected. The main area displays a table of call evaluations. The table has columns for Agent, Start Time, Screen, ANI, OMS, Preview, CI, Action, Duration, and Inb&Find Category. The evaluations are sorted by Start Time and categorized into business issues like 'Upselling', 'Emotions', 'First Call Resolution', 'Self-Service', and 'New Customers'.

Agent	Start Time	Screen	ANI	OMS	Preview	CI	Action	Duration	Inb&Find Category
Shella Simms	11/06/2005 11:36		8678589	75802552				2:45	Upselling
Keith Runow	11/06/2005 12:37		4507342	67644234				1:54	Emotions
Tin Salt	11/06/2005 08:38		0807789	46266674				2:32	Emotions
Tin Salt	11/06/2005 09:12		1811559	47764563				2:49	First Call Resolution
Shella Simms	11/06/2005 09:26		6844587	77453535				2:55	Self-Service
Keith Runow	11/06/2005 10:05		2659561	79975551				2:09	First Call Resolution
Keith Runow	11/06/2005 12:24		2734456	79949008				1:52	First Call Resolution
Tin Salt	11/06/2005 14:02		8679233	75929089				2:23	New Customers
Shella Simms	11/11/2005 10:05		3957940	55757640				1:54	New Customers
Gerald Parker	11/11/2005 10:25		4457712	85652331				0:44	New Customers
Gerald Parker	11/11/2005 09:17		3356438	77879988				3:12	First Call Resolution, Emotions

Powered by speech, screen, and performance analytics, only the ULTRA Smart Inbox automatically provides supervisors with calls categorized by business issue.

## Verint.

## Powering Actionable Intelligence.®

Verint® Systems Inc. (NASDAQ: VRNT) is a leading global provider of analytic software-based solutions for security and business intelligence. Verint solutions help organizations make sense of the vast voice, video, and data available to them, transforming this information into *actionable intelligence* for better decisions and highly effective performance.

Since 1994, Verint has been committed to developing innovative solutions that help global organizations achieve their most important objectives. Today, organizations in over 50 countries use Verint solutions to enhance security, boost operational efficiency, and fuel profitability.

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