

clarify[®]qm

Quality Measurement for
Clarify and ClarifyGo call recording





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 Turn your call recorder into a performance improvement catalyst.

Optimize the power of call recording

ClarifyQM's unique range of tools, analytics and reporting lets you target the areas of your organization that matter most - sales, customer service, support, compliance - to help ensure the best outcomes for your business and customers.

ClarifyQM perfectly complements other call recording assessment tools like speech analytics, sentiment analysis and transcription, to create a complete training and evaluation programme.

Projects

Create Projects to assess staff against key business objectives, so you can identify skill or knowledge gaps and provide training to improve performance. There's no limit on the number of Projects that you can create and run, so make this part of your ongoing pursuit for quality and excellence.

- ✓ Create your own Project goals based around what matters to you, from service soft skills to sales knowledge to script adherence.
- ✓ Define the calls you want to evaluate e.g. individual agents, agent groups, or a random sample.
- ✓ Apply tags to filter the types of calls e.g. complaints, appointments, PCI tags, closed tickets.
- ✓ No limits on the number of Projects running or call numbers in groups.

Questionnaires

Populate your Projects with questions to uncover key insights. These are created entirely by you using different question types designed to provide the most useful results.

- ✓ Choose from different question types: binary yes/no, multiple choice, 1-10 ratings.
- ✓ No limit on the number of questions per questionnaire.



Analytics

View Project outcomes in QM Analytics, where a series of comprehensive reports, charts and tables make it easy to understand and act on results. Useful as one off surveys, these can also form part of continuous monitoring to track improvements and problems.

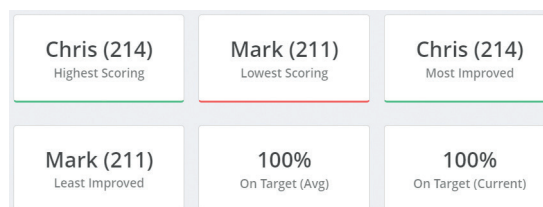
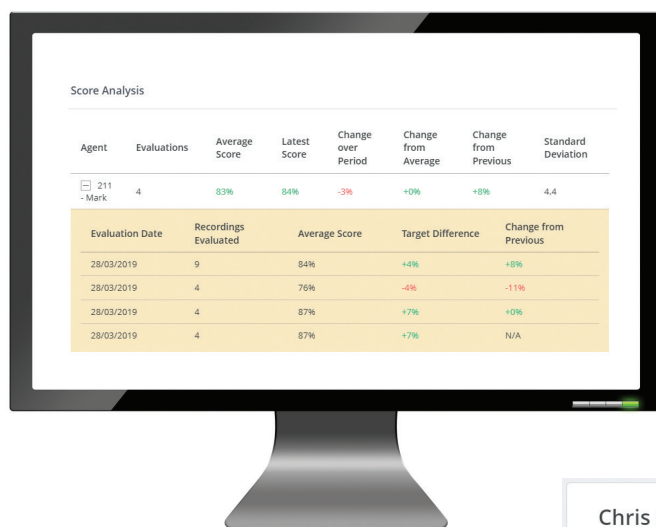
- ✓ View results as reports, charts, graphs and league tables.
- ✓ Customised, colour-coded scores provide a quick overview of performance.
- ✓ Identify best performing agents and use their recordings to train others.
- ✓ Identify those needing additional support or upskilling.
- ✓ Provide 1-2-1 feedback via the Agent Dashboard.

Quality Measurement or Speech Analytics – what's the difference?

QM and Speech Analytics are two different but complementary ways to assess performance.

Speech Analytics scans recordings for key words and sentiment, so you can quickly find specific parts of a conversation and gain a broad understanding of customer emotions.

QM offers a more tailored assessment to support specific goals, such as an agent's ability to answer all questions or handle objections, which products are mentioned, whether verbal consent is captured, and whether unlawful coercion is used.



Learn more

ClarifyQM is available as part of your Clarify or ClarifyGo call recording purchase from Oak Innovation. For more information, visit www.oakinnovate.com

Oak Innovation: Supporting organizations across the globe since 1986

Oak are market leaders in the capture and processing of communications for compliance and training. We bring 35 + years of experience to the Unified Communications space, with our cloud recording and archiving solutions designed for platforms including Mitel and Microsoft Teams.

We work with both reseller vendors and customers who need to record their calls to satisfy compliance, improve performance and ensure best practice. Where native recording options often fall short, we make sure you tick all the boxes.

For more information, visit our website, speak to one of our approved reseller partners, or contact our experienced Sales Teams today.



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