

Recording, Evaluations, Calibration, and Feedback for Alvaria Workforce Optimization

Achieving excellence in the quality of customer interactions shouldn't be just a goal when it can be a reality. With a solution that empowers your organization to easily achieve, maintain, and surpass the highest standards, Alvaria and Amazon Connect are your partners in pursuing excellence. Together, we'll craft a reputation for quality that sets your organization apart.

Key Differentiators

The Whole Picture

Make proactive decisions and ensure you're always aligned with your quality goals with clear visibility into metrics.

Rapid Resolutions

Clear insights to quickly tackle quality issues before they escalate, minimize compliance issues, and maintain smooth operations.

Consistency that Counts

Create a reputation for reliability that resonates with your customers so you can deliver consistent quality across your operations.

Key Components & Features

The Whole Picture

Alvaria provides screen recordings and leverages Amazon Connect for voice recordings so you can capture and analyze customer engagements channels to enhance understanding and empathy and create a more seamless service delivery.

- Aggregate interactions from multiple channels (screen through Alvaria and voice through Amazon Connect) to provide a unified view for a comprehensive understanding of customer engagement
 - Evaluation criteria enables a detailed analysis of employee performance, highlighting strengths, and areas for improvement
 - Trend identification and pattern recognition offers insights into customer preferences and pain points to shape strategies
 - Collaborative calibration to ensure consistent evaluation standards
 - Target coaching based on data-driven evaluations
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Consistency That Counts

By evaluating employee-customer interactions against pre-defined criteria, offering coaching for improvements, and enabling self-assessment, your contact center can more easily deliver a tailored and empathetic customer experience driven by insights and continuous learning.

- Standardized evaluation criteria to ensure uniform assessment across interactions for consistent quality
- Real-time monitoring capabilities enable performance standards to be upheld and prompt intervention
- Calibration to reduce subjectivity
- Insights from trend analysis to align interaction with evolving customer needs and sustained consistency

Rapid Resolutions

Analyze customer interactions to uncover recurring concerns, identify the underlying reasons for problems, and provide personalized feedback to your employees on effective resolution approaches to foster continuous learning, empathy, and improved service delivery that aligns with customers' needs and preferences.

- Insights that stem from identifying recurring customer concerns and bottlenecks through interaction analysis
- Root cause analysis helps pinpoint underlying issues and solutions
- Offer guidance to agents to help them address issues promptly
- Continuous learning helps to proactively address common issues, bringing swift resolutions

Key Benefits

- The integration between Alvaria screen recordings and Amazon Connect voice recordings provides users a leading evaluation and improvement solution
- Comprehensive view of agent quality as evaluated by supervisor, agent, customer, and automated analytics
- Modern, intuitive, browser-based user interface removes technology barrier and dramatically shortens the learning curve
- High performance, fully integrated third-party speech analytics solutions 100% of customer interactions and provides valuable insights
- Easily turn voice recordings into coaching modules
- Easy-to-use scoring calibration system
- Easy to create dynamic evaluation templates with dependent questions and assignable weights
- Agent self-evaluation and feedback tools with online coaching
- Variable resolution of screen recordings to optimize storage capacity
- Saved and shared searching makes it easy for QA staff to develop and share filters for specific call types



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