



Introspect™

You want your contact center agents focused on customer satisfaction, not processes. Autonomy etalk Introspect™ can help. By providing you with a clear, up-to-the-minute picture of your agents' desktop activities, Autonomy etalk Introspect lets you see how the work is flowing – and when it's not. With Autonomy etalk Introspect, you get the information you need to identify training opportunities, devise process improvements, and better understand how agents interact with your desktop applications.

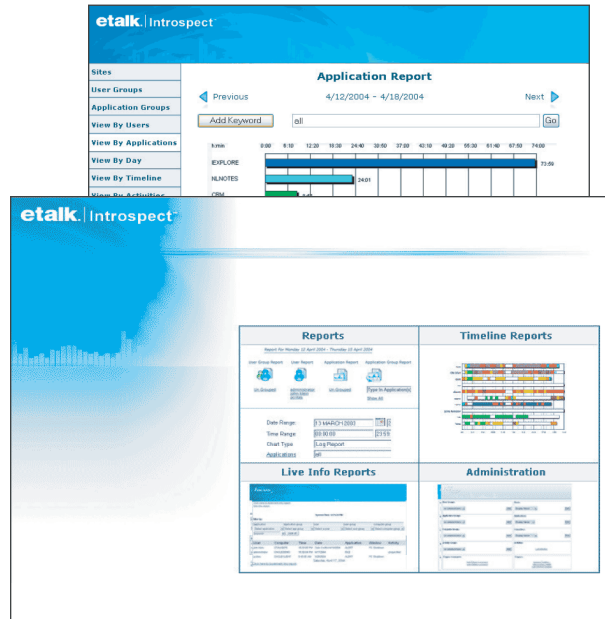
In today's demanding marketplace, you need to consistently deliver great service while continually improving efficiency. You can do it. Autonomy etalk Introspect shows you how.

- Optimizes the power of your most-used software resources
- Enables agents to quickly respond to customers' concerns and questions
- Helps identify opportunities for productivity, training, and policy enhancements
- Allows measurement of a broader range of Key Performance Indicators
- Eliminates the need for costly time/motion studies

Intelligent Recordings

Autonomy etalk Introspect delivers a comprehensive set of capabilities for monitoring and evaluating the use of desktop software applications – and for translating that insight into enterprise-wide productivity gains. It can be deployed to highlight trends and weaknesses in the use of software and workflows, provide immediate feedback to support process improvements, and uncover group or individual training needs. Introspect can be deployed to support virtually any quality monitoring or performance improvement effort as it relates to the desktop.

- Tracks the navigation, usage time, and details for desktop tools, Web, CRM, and other software applications
- Measures the task-appropriate use of software resources
- Analyzes the flow of information in multi-application workflows



- Tracks employee access to knowledge bases
- Displays findings in powerful, easy-to-use charts and reports

Robust Analytical Tools

The proper and effective use of software applications is a key to productivity for many organizations, particularly for customer and service-oriented companies that rely on desktop automation to reduce communication costs, drive efficiency, and improve customer satisfaction. Introspect provides a wealth of management reporting tools designed to deliver a comprehensive understanding of application use. Graphical, web-based reports support root cause identification, with drill-down capabilities from summary reports to highly detailed analysis.

- Timeline charts
- Log reports
- Web-based user and group reports
- Keyword reports
- IT inventory and application licensing reports



Trend Analysis

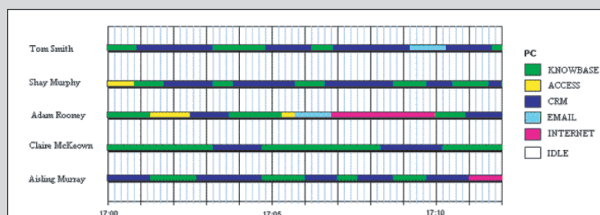
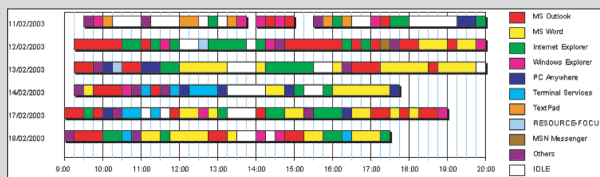
Timeline reports can be used to highlight trends by tracking and visualizing application usage over a specific period of time. Trend analysis can be applied to active work periods, as well as when employees are idle. Frequently used applications can be highlighted, and managers can drill down from any trend analysis to view detailed logs of application usage. Logs include interval snapshots of navigation within defined applications. They can be configured to show the time and duration of application use, the names of documents opened, Internet pages accessed, and other details.

- Frequent application usage
- Active and idle time
- Software navigation
- Internet usage
- Time and duration within applications

Asset Management

Autonomy etalk Introspect can be used to more precisely and efficiently manage a wide range of IT assets. The reporting capabilities indicate how hardware and software resources are utilized and help identify when desktop licenses are overused or underused.

- Desktop and laptop computers
- Web and internal servers
- Software
 - Thick and thin client applications
 - Server-based software
 - Web-based resources
 - Citrix



Business Analysis Support

Examining the interactions and processes within the contact center is not enough. To stay competitive, you need measurable improvements. But knowing what to look for, how to analyze it, and more importantly, what to take action on, can be a daunting task.

Autonomy etalk understands the challenges in balancing day-to-day typical issues with strategic initiatives and can help you identify and act on improvement opportunities. We want to ensure that you quickly realize the value of your product investment. That's why we back all our solutions with a proven suite of professional services and support, including planning, design, implementation and deployment, training and follow-up service to ensure optimal use of your solutions. Autonomy etalk services get you started with your business analysis so you can focus on results, not details.

Supports the Qfiniti Enterprise Suite of Solutions

Qfiniti Enterprise delivers a unified, centrally managed platform for multi-channel interaction analysis, real-time agent support, and contact center performance management. By automatically delivering relevant and accessible customer intelligence to the organization, this solution enables businesses to understand the meaning of customer interactions and deliver outstanding customer service across the globe.

Qfiniti Observe

- Call and desktop recording for quality/compliance

Qfiniti Explore

- Automated customer communication analysis

Qfiniti Assist

- Automatic information assistance

Qfiniti Survey

- Integrated customer satisfaction survey

Qfiniti Advise

- Scoring and measurement for evaluation

Qfiniti Expert

- On-line agent coaching and training



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