

Qfiniti™ | Web Access

Autonomy etalk's Qfiniti Web Access simplifies remote access and eases deployment for a large number of users by offering a thin-client alternative to access audio recordings and agent performance evaluations within the Qfiniti Enterprise solution suite. Qfiniti Web Access delivers a thin-client interface to leverage and playback recordings in different locations, utilize remote employees, and share recordings with external and internal groups.

- Remote access to call recordings and agent performance evaluations through a web-enabled browser
- Advanced security to protect recordings and comply with data security standards
- Secure user access through group and individual permission settings
- Optimized network speed and efficiency, ideal for VoIP networks

Efficient Deployment with Robust Functionality

Qfiniti Web Access is a web-based application that can be deployed on a local network or in an enterprise DMZ for access through the Internet. Qfiniti Web Access does not require any additional client hardware or client installation, nor does it require user interaction in order to update the application. Deploying this interface minimizes hardware, IT, and administration costs, which enables the business to more easily deploy the solution to a large number of users. Qfiniti Web Access streams recordings over an IP network and delivers optimized speed and efficiency for immediate access.

Qfiniti Web Access functionality includes:

- Playback of voice only, screen only, or synchronized voice and screen recordings
- Access to recordings by metadata such as ANI, DNIS, caller, date, or agent
- Ability to perform evaluation scorecards with functionality such as:
 - Agent or self evaluations
 - Classification, recording, and coaching note attachments
 - Question branching for root cause analysis
- Access controlled reporting
- Secure access only to authorized users

Anywhere, Anytime Access

Users can log on to Qfiniti Web Access at any time through a web-enabled browser, such as Internet Explorer version 6 and higher. By delivering remote functionality, Qfiniti Web Access allows the business to share contact center recordings, coaching notes, and agent evaluations with a wide range of users outside the contact center for quality monitoring, coaching and training, and compliance. With Qfiniti Web Access, these applications can be extended to:

- Remote and temporary agents or QA analysts
- Groups utilizing shared spaces such as labs or training rooms
- External users such as QA outsourcers, legal council, or clients
- Enterprise departments such as sales, marketing, and executive management

Simplified Management

Administrators can quickly define which groups or individuals have permission to access recordings, evaluations, and reporting analysis. Qfiniti Web Access employs advanced business rules-based permissions to give administrators maximum flexibility in managing user access. Users can be granted permissions based on a traditional “organizational structure” model, or they can be granted access to calls based on a wide range of recording attributes, including ANI and DNIS values, time and date, client, agent ID or other CTI variables. This approach to access simplifies multi-tenanting or external client-based access to recordings.

Advanced Security Features

Qfiniti Web Access delivers advanced security features to ensure only authorized users have access to sensitive data within the contact center recordings. These features include standard HTTPS, data encryption, password controls, strict user roles and permission settings, and optional client-side certificates. Qfiniti Web Access delivers additional security during playback by streaming recordings rather than allowing them to be downloaded onto a user’s machine. This physically protects the recording from being compromised and supports the Payment Card Industry (PCI) data security standards.

Extensive Localization

With the growth of international markets, especially as a major source for outsourcing, contact center applications must be understood wherever they are used. Qfiniti Web Access is localized based on the regional settings of the end-user’s Windows application. Localization not only includes the primary language of the region, but extends to dates, times, currency, and other regional standards. Qfiniti Enterprise supports localization throughout North and South America, Europe, the Middle East, and Asia-Pacific countries. Languages include:

- English—U.S. and U.K.
- Spanish
- French—European and Canadian
- Portuguese
- Italian
- German
- Russian
- Polish
- Dutch
- Hungarian
- Simplified Chinese

Part of the Qfiniti Enterprise Solution

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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