



## KnoahSoft Harmony™ Suite Enterprise Edition

### Overview

KnoahSoft's Harmony Suite helps businesses improve customer satisfaction and increase operational awareness by providing formal and informal IP-based contact centers with a low-cost, modular, web-based solution. Built for VoIP from the ground up, Harmony supports call recording, quality and performance management needs and initiatives. Harmony also helps build a collaborative work environment by giving all contact center constituencies – executives, managers, supervisors, QA specialists, coaches and agents – the information they need to do their jobs.

The proven core technology of Harmony was tested and enhanced at demanding contact center outsourcing sites with thousands of agents before being introduced to the market. Built using the latest Web 2.0 technologies and design techniques, it is designed to be easy to use, deploy and maintain. And, because it is web-based, it is accessible from anywhere in the world.

Harmony will help any business improve customer satisfaction and increase operational awareness. Organizations will be more adept at delivering better results at a low cost.

### Harmony Enterprise Edition

Harmony Enterprise Edition provides customers with all the tools required to improve customer satisfaction and improve operation awareness. The Enterprise Edition builds upon the features and functions of the Contact Center Edition by including coaching, e-learning and surveying application modules.

The “Coach” and “Learn” modules provide supervisors with an automated framework for building personalized agent training programs by using quality and performance data from the Harmony suite and other call center applications.

The “Survey” module enables supervisors and management the ability to create IVR and email based surveys for both inbound and outbound contact centers.

*World class customer service comes from agents that are well trained, well coached, and committed to making customers happy.*

*KnoahSoft's comprehensive, yet affordable and tightly integrated web-based modules for recording, quality evaluation, surveying, coaching, training, performance management and analytics enables companies to effectively manage today's caller experience by optimizing agent performance in the contact center.*

*With certified integrations and proven scalability, KnoahSoft solutions establish the important bonds that must exist between the customer, the agent and the supervisor, before, during and after every customer interaction.*



## Harmony Enterprise Edition Modules

Harmony Enterprise Edition is ready to use with a robust set of core modules. Harmony's VoIP call recorder and innovative web-based dashboard are included for all users, providing control over every aspect of every call and every required action.

### Web Dashboard

The Harmony dashboard provides all users (agents and supervisors) with a browser-based interface to access all of the application modules. Built on Web 2.0 technology, users can easily customize views to ensure their most often used information is readily available to them.

### Inbox Messaging

The Harmony message inbox, accessible from the dashboard view, alerts agents and supervisors to actionable tasks from the solution. This provides a complete collaborative framework between the agent and supervisors by ensuring no tasks "slip through the cracks."

### Recorder

Harmony resolves call recording challenges with robust solutions that are scalable, flexible, and affordable, enabling enterprises to implement deployments that best suit their existing operations. Harmony's call recording architecture can support up to 250 simultaneous conversations on a single server, and as many as 500 simultaneous conversations in "delayed" mode.

### Screen Capture

Recording with screen capture allows you to capture and synchronize both the voice call and agent UI to provide a comprehensive view of the real-time actions and performance of each agent. You can also customize the rules to determine who and when screen captures will be part of a recording.

### Monitor

Harmony provides real-time, remote silent monitoring with screen capture that gives authorized users permission to watch and listen to agent calls as they happen in real-time from anywhere in the world using a web browser. This gives you the ability to stay involved and in control with agent-customer interactions.

### Reports

Better information leads to better results. With Harmony reporting tools you will have the information you need to make the right decisions at the right time. You can analyze the data of your operation (quality and usage) and have access to archival capabilities (access to past recordings should you need it for quality or legal reasons). Plus, our exporting tools make it easy to format and disseminate the information to the people that need it.

## Evaluate

The Harmony "Evaluate" or quality management module takes advantage of Harmony's multi-channel recording and archiving capabilities, so you can evaluate voice and support transactions, such as chat and email. This module includes a conversation graph that serves as an indicator of a problematic call (for example, elevated lines in the graph may indicate elevated voices). You can also bookmark and annotate sections of the recording with text or voice comments to provide specific feedback to the agent.

## Analyze

The Harmony "Analyze" module provide enterprises with performance management that enables them to create customizable, role-based scorecards and dashboards to measure the performance of all agents, queues, teams, groups, sites and lines of business supported by the contact center. Users can customize key performance indicators (KPIs), metrics, goals and alerts to meet their contact center objectives. This helps ensure your contact center employees are focused on the KPIs that will drive performance improvements across your sales, collections and customer service processes to realize cross-functional alignment with strategic goals.

## Coach and Learn

Harmony's "Coach" and "Learn" modules put knowledge in the hands of those who need it, when they need it the most. These integrated contact center coaching and e-learning modules provide a collaborative feedback loop between the agent and the supervisor to delivery training content and messages to agents just in time to improve their efficiency and enhance productivity. Contact centers will have better trained, motivated, and empowered agents, which invariably results in improved customer satisfaction, retention, advocacy, and profitability.

## Survey

The Harmony "Survey" module allows users to create integrated IVR and email based surveys for both inbound and outbound contact centers. This tool, which is tightly integrated with our call recordings, includes the ability to create, distribute, collect, analyze and report on survey results. It also provides a framework for integrating survey results with external third-party tools or other internal operational systems.

## Make the Right Call with KnoahSoft's Harmony Suite

With its unique 100% IP-based architecture, Harmony offers advanced capabilities at the right price. Why pay double or triple the seat price from competitors when you can have all the functionality, analytics and more at a fraction of the cost? You can also automatically receive software upgrades and enhancements through the KnoahSoft Software Upgrade Program. Whether your call center has 20 users or thousands, KnoahSoft and Harmony support you now — and in the future.



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