

KnoahSoft

KnoahSoft
Harmony™ Suite

*"Because Not All Agents
are Created Equal"*



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 solution's real-time dashboard and messaging portal enables management to rapidly identify and address customer and operational issues and opportunities in a timely fashion.

This VoIP-enabled, 100% web-based solution supports the review of calls, emails and chat sessions in a secure, services-oriented, enterprise portal-based framework. With analytically-oriented advanced reporting and real-time dashboards, Harmony reduces operating expenses and liability risks and improves contact center staff effectiveness and satisfaction. The solution features the most advanced features and Web 2.0 technology to help businesses of all sizes strengthen their bottom line while enhancing the customer experience.

With Harmony 2.0 contact centers will be able to effectively manage their business operations with real-time and offline data. It provides all the important data collected via recording, surveying and speech analytics to help improve agent performance and quality. In addition, supervisors will have a more collaborative environment to support agents, through Harmony's messaging,

monitoring, e-learning and coaching modules.

The proven core technology of Harmony 2.0 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.

The Must-Have Components of Agent Performance Solutions

Harmony's unified software suite is designed to support the continuous workflow activities that improve agent performance, the customer experience, and operational intelligence: "Collect", "Assess", "Analyze", and "Act". These must-have components are brought together in a unified suite that will take customer satisfaction, quality, and agent performance to a higher level.



Performance management is not just software; it is a mindset that permeates the entire solution. When performance management tools are integrated with quality assurance and recording, contact center managers realize the benefits without having to invest substantial time and resources in a separate system implementation.

COLLECT – The first step in the process is the thorough *collection* of relevant recording, screen capture and real-time customer surveying data. Data collection is critical to accurately identifying – and resolving – root performance and customer satisfaction issues.

ASSESS – The next step in the process flow is to refine selected *collected* data using quality evaluations or automated tools (e.g. speech analytics and monitoring), and then combining the refined and raw data to enable deeper *Assessment*.

ANALYZE – Once the raw and refined data have been *collected* and *assessed*, *analysis* is the next step. Strategic analysis or performance management is facilitated through balanced scorecards, canned and ad-hoc report analysis. Tactical analysis is provided through real-time custom dashboards, alerts and messaging functionality.

ACT – Following *analysis*, the next step is for contact centers to *act* to improve identified deficiencies with targeted coaching and training to agents and supervisors with scheduled follow up and tracking to insure goals are established and met in a timely fashion.

KnoahSoft Harmony 2.0 was built on the “Collect”, “Assess”, “Analyze”, and “Act” process flow. At its core, Harmony’s application modules set the benchmark of how an integrated quality assurance and performance management tool can be effectively used by every role in the contact center. KnoahSoft’s solution brings together the cornerstones of operating a successful collaborative contact center environment.

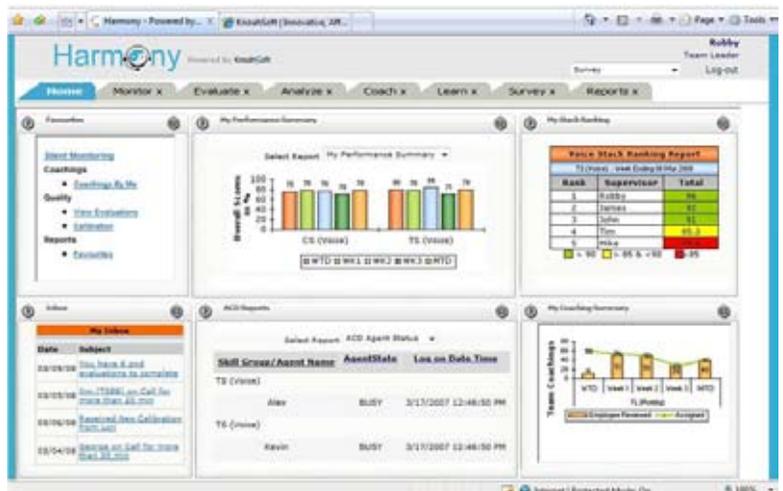
Harmony’s unified software suite and a well defined process flow are critical for the modern contact center. Blending together key performance management data and applications from throughout the enterprise creates organizational “*harmony*” and delivers award-winning results.

Harmony

World class customer service comes from agents that are well trained, well coached, and committed to making customers happy. Harmony’s comprehensive, yet affordable and tightly integrated, 100% IP-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.

Core Modules

Harmony is ready to use with a robust set of core modules, included at no extra cost. Harmony’s VoIP call recorder and our innovative web-based dashboard are included for all users, providing control over every aspect of every call and every required action.

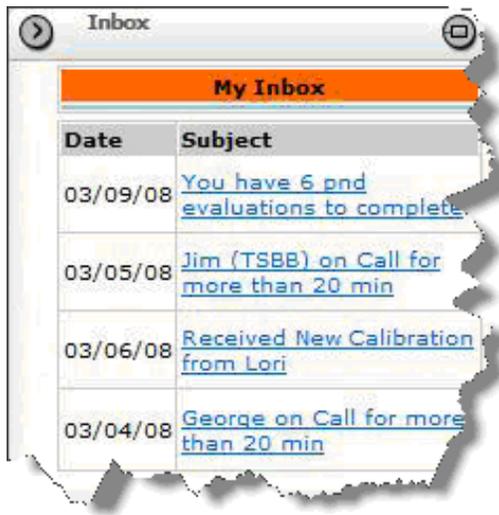


WEB DASHBOARD

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.



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 supports you now — and in the future.

KnoahSoft's Harmony Suite is available through our network of Certified Business Partners and is licensed as follows:

Harmony Standard Edition; Harmony Contact Center Edition; and Harmony Enterprise Edition.



Cost-sensitive organizations seeking to improve the effectiveness of their agents and improve the overall caller experience can easily transform their contact center into a high-performing and collaborative work environment with Harmony.

MODULES	Standard Edition	Contact Center Edition	Enterprise Edition
Dashboard	X	X	X
Messaging	X	X	X
Recorder	X	X	X
Screen Capture	X	X	X
Monitor	X	X	X
Reports	X	X	X
Evaluate and Analyze	Option	X	X
Coach and Learn	Option	Option	X
Survey	Option	Option	X
Speech Analyzer*	Option	Option	Option

*Available Q2 2009

Key Harmony Features

Key Harmony Suite Modules and Features	
Web Dashboard	100% web-based Portlet views of “favorite” current conditions and actions; Tabular access to application modules
Messaging	Real-time, rule-based messages to prompt urgent reactions Rule-based notifications for future follow-up Service level and trouble call messages
Recorder	100% or on-demand recording with screen capture Single-site, multi-site or branch recording CTI integration; SIP and SCCP support
Monitor	Live remote monitoring with real time views and screen capture Supports performing QA during monitoring Easy link sharing via e-mail
Evaluate	Multi-channel quality assurance Voice and text annotations tools Customizable evaluation forms and selection rules
Analyze	Specific and customizable KPI metrics Targeted scoring for individuals and teams Performance summary scorecards
Coach	Personalized agent training Automated framework Alerts and reports ensure supervisory follow-up
Learn	Central repository for e-learning content Course and quiz management Course and quiz scheduling
Survey	Immediate access to survey responses Supports standard voice XML Customizable templates
Speech Analyzer	“Precision Monitoring” on keywords or phrases Ad-hoc drill down on recorded calls for root cause analysis Advanced call reporting
Reports	Real-time dashboard reports Multiple standard and scheduled reports Customizable reporting templates
Administration	Centralized admin interface Establish and manage custom quality criteria Hierarchical permission-based access for agents and supervisors

About KnoahSoft

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.

KnoahSoft products are built using the latest technologies and design techniques; tested and enhanced continuously; and architected to be easy to implement, maintain, and use. KnoahSoft is a Cisco Technology Development Partner and an Avaya DevConnect Gold member.

We invite you to call KnoahSoft at **1-702-990-3022** or visit our website at www.knoahsoft.com to learn more about how we can help you with your agent performance management needs.

KnoahSoft

KnoahSoft USA

701 N. Green Valley Parkway
Suite 200
Henderson, NV 89074
Tel: +1 702 990 3022

KnoahSoft India

Plot No. 188 & 189, Phase II
Kavuri Hills, Madhapur
Hyderabad – 500033
Tel: +91 40 4021 2222

www.knoahsoft.com

