

OpenText™ Qfiniti Expert

Enable superior professional development for contact center and back office agents with automated delivery of online coaching and training

It is no secret that highly engaged contact center agents provide superior levels of customer service. Qfiniti Expert enables organizations to improve efficiency and increase workforce satisfaction by automating online coaching and eLearning.

Agent training is a critical element of any successful customer contact center. But giving agents the information they need to do their jobs can be challenging, time consuming, and expensive—and information is only part of the answer.

To be truly effective, training initiatives should help agents acquire and retain value-based knowledge. At the same time, agents should be able to review existing content in training and reference materials while on a call or any other customer interaction. With Qfiniti, your contact center workforce benefits from these capabilities and more.

Qfiniti Expert automates agent education through targeted intelligent delivery of online training programs. It provides the tools needed to build skills and knowledge, enhance agent performance, and improve agent retention and productivity. In addition, Expert delivers a powerful integrated search engine that allows content to be referenced and searched—even after training is completed. By making these search tools and eLearning exercises readily available, agent performance and overall service levels continually improve.

Deploy Accessible and Economical Training

Qfiniti Expert interacts seamlessly with the entire OpenText Qfiniti product suite. Administrators publish, review, and track courses within the integrated Qfiniti user interface. At the same time, agents review courses in the same user interface as their evaluations, greatly simplifying the job of assigning agent training. Online training courses can immediately be assigned to agents, as managers evaluate recorded customer interactions to assess performance. This ensures both timely and targeted delivery of training content. Expert is the perfect solution to create synchronized training across your enterprise—from the management team at corporate headquarters to an outsourced training partner across the world.

Ensure Agent Accountability

Qfiniti Expert integrated reporting within the Qfiniti suite gives supervisors and training administrators the visibility needed to track progress and agent retention. Reports can be delivered quickly via email, with drill-down information about agent performance. Expert also helps uncover trends and training gaps at the agent, team, and site level by enabling managers to review extensive information about each agent stored in the platform.

PRODUCT HIGHLIGHTS

- **Desktop delivery:** Distribute training content directly to the desktop so training courses can be taken anytime, anywhere
- **OpenText™ Qfiniti integration:** Link online coaching and feedback directly to agent evaluations and reviewed call and/or desktop recordings
- **Streamlined deployment:** Automate the deployment of complex training programs to numerous participants and/or multiple locations
- **Content import:** Complement existing training programs through compliance and integration with industry-leading training and development applications
- **Prioritized learning:** Target information to agents, based on priority, to guide them through self-paced eLearning
- **Online search:** Enable immediate access to training materials via search during work shift

Easily Publish Open and Compliant Courseware

Qfiniti Expert streamlines the deployment of eLearning content with an open integration to any authoring tool that delivers web-driven compliant courseware. Administrators simply publish or link to courses across the enterprise or immediately publish quick information to the desktop. Agents are notified via Expert or email to see the priority and content of the course in seconds. For a rich user experience, you can incorporate video, Adobe® Flash®, sound, and other computer-based training content into the courses. Expert seamlessly integrates with OpenText™ Qfiniti Observe and OpenText Qfiniti™ Advise, giving agents the ability to review coaching sessions made with annotated recordings.

Empower Agents with Centralized Conceptual Search

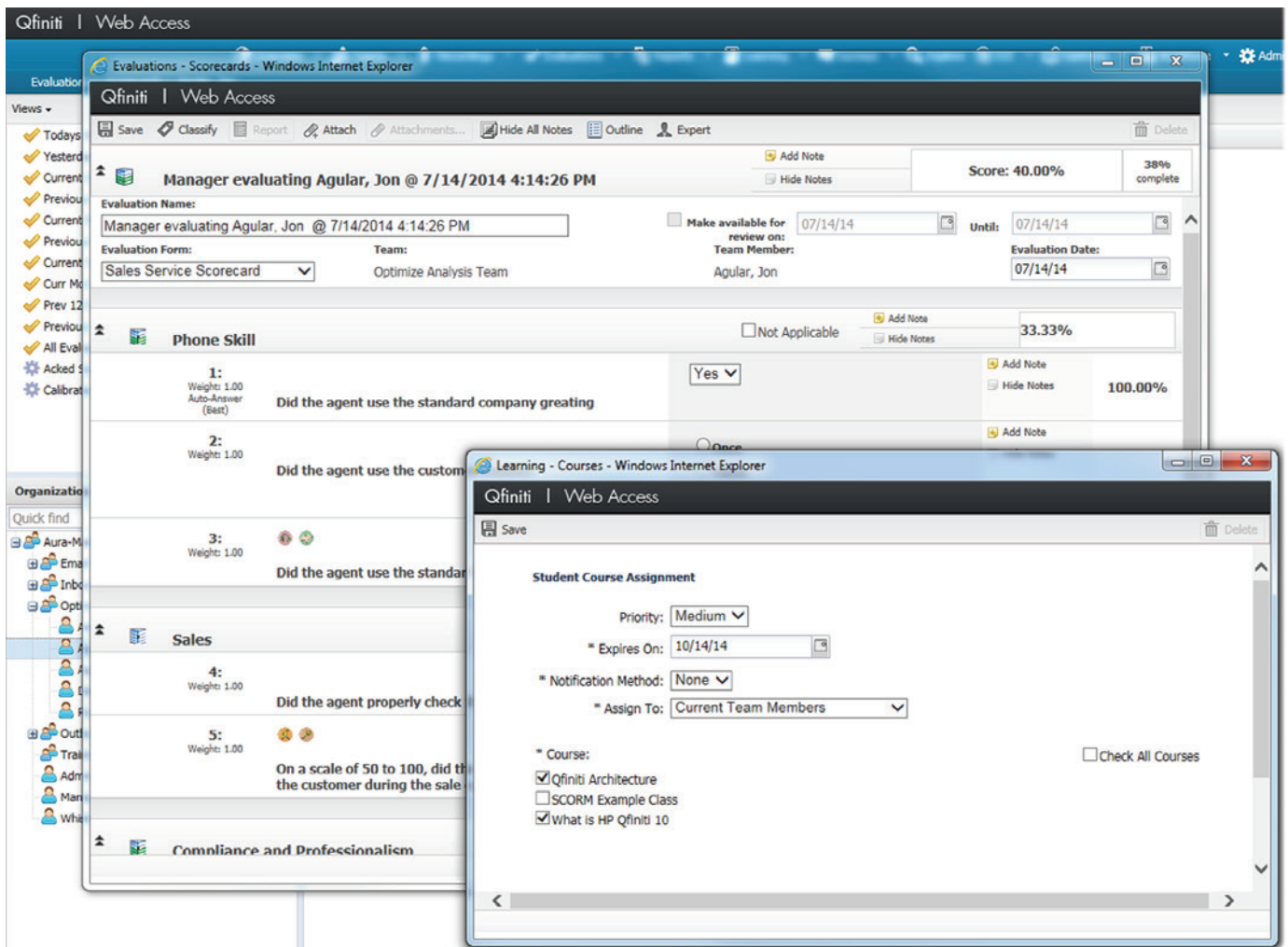
Qfiniti Expert centralized data store functions as an agent's personal information source, allowing each agent to easily

access course content. Online content reduces search time, ensures teaching consistency, and eliminates the need for hard copy training materials. Expert provides powerful conceptual search functionality that easily delivers relevant information to agents' fingertips.

When combined with OpenText™ Qfiniti Optimize, the Qfiniti real-time agent support product, training materials can also be searched along with other document repositories, intranet/Internet web pages, and knowledge management systems.

Strengthen Your Quality Program

Qfiniti Expert is a great supplement to existing new-hire training, with a blend of eLearning, classroom instruction, and multimedia content. Recurring training programs can update agents on product and service offerings, brief employees on legal issues or other hot topics, polish key skills, and encourage professional development. Your quality program can be further strengthened with quizzes or reviews and by pushing specialized training to top performers.



Qfiniti Expert streamlines coaching with delivery of prioritized learning modules linked directly to reviewed recordings and agent evaluations.

OpenText Qfiniti Expert Benefits



For The Customer

- Service from well-trained agents
- Higher likelihood of first call resolution



For The Agent

- Personalized and targeted training guides agents in areas for improvement
- Easy access to contextual information and archived training content increases agent engagement
- Structured training increases agent retention



For The Company

- Centralized data source supports sophisticated reporting and analysis across agents, groups and sites
- Higher customer satisfaction when well-trained agents meet or exceed customer expectations

INTERACTION RECORDING	DESKTOP CONTROL	PERFORMANCE MANAGEMENT	DESKTOP ANALYTICS	CUSTOMER SURVEYS	ANALYTICAL SCORING	WORKFORCE MANAGEMENT	ONLINE TRAINING	VOC ANALYTICS
Multichannel Capture PCI DSS Compliant	Muting & Masking Metadata Attach	Quality Monitoring Evaluation Planning	Application Monitoring Real Time Guidance	Multichannel Surveys Integrated & Actionable	Automated Scoring Speech Enabled	Scheduling & Forecasting Mobile Engagement	Integrated e-learning SCORM Compliant	Multichannel Connectors Centralized VoC
Qfiniti Observe	Qfiniti ICE	Qfiniti Advise	Qfiniti Optimize	Qfiniti Survey	Qfiniti AutoScore	Qfiniti Workforce	Qfiniti Expert	Explore Analytics
OpenText Explore Voice of Customer - Multichannel Analytics								
Qfiniti On-Premises Modular WFO Suite					Qfiniti Managed Services Managed WFO Appliance			

Setting a new benchmark for workforce optimization, the OpenText WFO Software portfolio includes the full suite of OpenText Qfiniti products, engineered to operate seamlessly together. They can be deployed as a single, comprehensive solution or as individual, standalone products to solve your

most urgent contact center management needs. OpenText™ Explore delivers Voice of Customer, speech and multichannel analytics; and OpenText Qfiniti Managed Services provides the entire Qfiniti portfolio on a managed, high density server system. opentext.com/qfiniti

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