

OpenText™ Qfiniti

Improve contact center performance with intelligent workforce optimization

Delivering premium customer service is a powerful competitive differentiator in today's marketplace, which means the performance of your contact center is crucial to the success of your business. To keep customer satisfaction high, you must be able to measure and understand interactions, so you know you are meeting your customers' needs and identifying opportunities for agent workforce improvement. OpenText Qfiniti delivers a unified, centrally managed platform for multichannel interaction analysis, with real-time agent support and contact center performance management capabilities. By automatically delivering relevant, accessible, actionable customer intelligence to the organization, you can understand the meaning of customer interactions and deliver outstanding service across the globe.

Benefit from a Highly Integrated, Modular Approach

Qfiniti sets the new benchmark for workforce optimization with a highly integrated and modular product suite. Engineered to operate seamlessly together, each module can be deployed as a stand-alone product to solve the most urgent contact center management needs.

Create a Next Generation Contact Center

OpenText Qfiniti modules are centrally managed and automatically deliver relevant customer intelligence to contact center professionals throughout your organization.

- **Qfiniti Observe** randomly records the agent's voice and screens so that the recordings can be used to facilitate quality assurance and provide innovative coaching tools, such as voice-file visualization, CTI, and coaching markers.
- **Qfiniti ICE** enables business-defined triggers to identify sensitive PCI- or HIPAA-regulated data within voice, text or screen recordings and automatically mask or mute the information based on business needs.

BENEFITS

- **Integrated, modular product suite:** *call and screen recording, agent evaluation, real-time assistance, survey, training, and workforce management modules ensure that your business delivers true quality performance.*
- **Maximize workforce engagement:** *streamlined staffing, scheduling and training enable greater agent retention.*
- **Optimize performance management:** *maintain consistent quality measurement and provide fast, effective coaching with automated reporting.*
- **Ensure superior customer engagement:** *advanced speech, Voice of Customer and multichannel analytics provide actionable insights into customer behavior.*
- **Manage regulatory demands:** *intelligent masking and muting with metadata attach automates the administration of PCI and HIPAA compliance.*
- **Drive continuous process optimization:** *real-time agent guidance and desktop automation deliver average handle time control and cost savings while reducing customer effort.*

OpenText™ Qfiniti Modular Workforce Optimization Suite

- Qfiniti Observe** > Interaction recording for quality and compliance
- Qfiniti ICE** > Intelligent masking and muting with metadata attach
- Qfiniti Workforce** > Agent scheduling and forecasting
- Qfiniti Optimize** > Desktop analytics and real-time agent guidance
- Qfiniti Advise** > Agent evaluation and performance analysis
- Qfiniti Survey** > Integrated customer satisfaction surveys
- Qfiniti Expert** > Online coaching and training

OpenText™ Explore Voice of Customer, Speech, and Multichannel Analytics

OpenText™ Qfiniti Managed Services

Managed WFO Appliance

- > Entire OpenText WFO Software Suite
- > Single high-density server
- > Services managed by OpenText
- > Breakthrough economics
- > Architected to scale to 100% of the contact center big data needs

- **Qfiniti Workforce**, available in Premium or Ultimate configurations, optimizes multi-skilled forecasting and scheduling, agent shift bidding, intraday management, and advanced agent adherence.
- **Qfiniti Optimize** provides powerful desktop analytics for measuring and reporting on user processes, automating workflows, and real-time, contextual guidance to front and back office agents; workflow information can be gathered across the entire workforce for aggregated reporting, and then filtered so the data may be reviewed by group, team, or region.
- **Qfiniti Advise** facilitates continuous improvement through powerful analysis and reporting capabilities by enabling supervisors to evaluate, stack rank and perform gap analysis.
- **Qfiniti Survey** provides two ways to survey your customer – via email with a web-based survey or after a call using IVR technology – and feedback from either source is linked to the agent who handled the call; with post-call surveys, the survey results are also linked to the call recordings, providing effective drill-down to the root cause and effect.
- **Qfiniti Expert** provides the ability to attach text notes, screen annotations, bookmarks and coaching comments directly to a recording or scorecard; supervisors can assign eLearning assets directly to an agent evaluation without having to exit from the process.

Benefit from a Highly Integrated, Modular Approach



OpenText Qfiniti Optimize: Desktop Usage Report

The Solution

The highly integrated features of the OpenText workforce optimization suite are built on more than a common user interface and central administration. OpenText Qfiniti addresses the workforce optimization demands of today's enterprise contact centers thanks to integration on multiple layers:

- **Advanced analytics:** Qfiniti leverages the advanced mathematical techniques, statistical analysis, and pattern-matching of OpenText™ Explore to extract meaning from every customer interaction — including unstructured formats like voice recordings, emails, chats, texts, and social networks — allowing strategic decision-making based on a deep understanding of customers, competitors, and markets.
- **Big data capable:** both Qfiniti and Explore scale to manage the data demands of today's largest enterprise contact centers – for one of our customers, Qfiniti powers more than 55,000 agents on a single system.
- **Open architecture:** Qfiniti and Explore can be deployed on industry-leading servers, such as HP®, Dell™, and IBM®.
- **Compatible with major ACDs:** Qfiniti interfaces with the major Automatic Call Distribution (ACD) platforms and dialers, including Avaya, Genesys®, Aspect™, Aastra Intecom, Alcatel, Cisco™, Siemens, NEC, Ericsson, Mitel®, and more.
- **Available as a managed service:** the entire Qfiniti and Explore suite has been custom-configured and installed on a single custom-built, high-density server system that is installed on-premises and managed by an expert OpenText operations team. A single Qfiniti Managed Services installation replaces up to 18 traditional servers, offering price elasticity and all the benefits of the cloud without the security risks.

Visit engage.opentext.com to learn more.