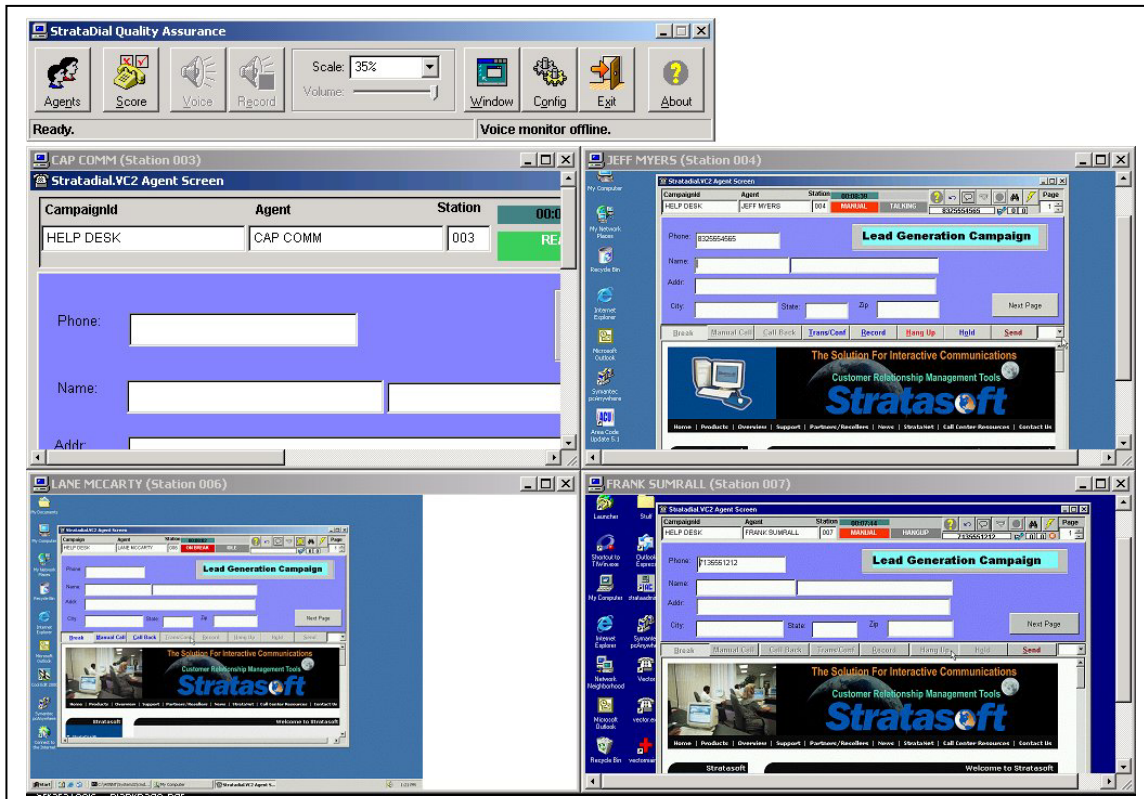


Product Release

StrataQA – Supervisor Quality Assurance

StrataQA, an integral part of any contact center, allows contact center supervisors to record essential customer interactions based on user-defined business rules. Recording, evaluating and analyzing agent interactions to ensure quality performance is now paramount to the efficiency and effectiveness of any contact center.



Agent Screen Monitoring

From the **StrataQA** desktop application a supervisor can select any number of agents he or she wishes to view in real-time. Using advanced screen refresh techniques, which capture only the changed areas of the screen, minimizes the utilization of network resources. As long as the StrataDial® agent software is running, you can view real-time data interactions made by your agents irrespective of the application running on the agent's desktop.

Agent Voice Monitoring

This feature allows supervisors to initiate voice recordings in real-time. Each recording is then saved, archived and retrievable by date, time and/or agent name. You can share the WAV recordings with other individuals in your organization. Several recordings can be played back over the computer speakers for training purposes and role-playing sessions. The simultaneous monitoring of audio and screen activity is as simple as clicking a button.

Customizable Score Card

An easy-to-use score card for each agent call is initially available. Supervisors may customize their own score cards if they choose. This thorough scoring tool covers five categories – Compliance, Disclosure, Communication, Product Knowledge and Selling – as well as five criteria of any presentation – Opening, Presentation, Objections/Rebuttals, Confirm Close and Verbal Skills. Summaries and the average score of several calls are conveniently reported in real-time.

StrataDial Quality Assurance Score Card
Agent: JEFF MYERS
Output file: (None)
Evaluation time: 12/10/02 01:22:04 PM

Evaluation Criteria Score Card 1

- Positive exit on no sale created goodwill (2)
- Verbal Skills**
 - Confident, down inflections without hesitation
 - Enthusiastic, uses voice inflections, not monotone (4)
 - Pace, grammar and diction is appropriate
 - Presentation sounds natural, not read
 - Well spoken without filler words or repetition
 - Showed empathy
 - Follows program guidelines or updates (4)

Score Category: Communication
 N/A 5 (Excel.) 4 (Good) 3 (Avg.) 2 (Fair) 1 (Poor)

Summary
 This Call All Calls

Category	Score
Communication	3.00
Compliance	3.33
Disclosure	4.00
Product Knowledge	4.50
Selling	3.00
OVERALL	3.57

Comments ^^ Summary << Save Close

Agent has improved a lot. Is doing great with standard rebuttals, but needs work on creating new rebuttals on the fly.

Agent Performance Reporting

Historical reports on a group of agents and/or a specific campaign are readily available for output to a printer. These reports can also be sent out in the form of a fax or even an email, thus making it very versatile in a local or outsourced contact center environment.

Minimum System Requirements

Call Management System: StrataDial.VC2 or StrataDial.VC2 Enterprise
Operating System: Windows XP, Windows 2000
CPU: Pentium® 4 Processor +1Ghz
256MB RAM
20.0 GB Hard Drive
Network: 10/100 Base-T Network Card