



Crystal Innovation Solution
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Crystal Quality

Crystal Quality® is your Innovative, affordable,
Call and screen recording and interaction
quality management solution





Crystal Quality® is compliant call and screen recording and quality management solution. It offers a wide range of functionalities that support various business requirements.

Companies of all sizes can benefit from using **Crystal Quality®** to optimize business processes, resolve customer disputes, comply with legal requirements, reduce liability, increase employee productivity, and improve customer service.

Crystal Quality® helps call centers identify service gaps and improve the customer's experience. It captures, evaluates and analyzes customer interactions, thereby increasing customer loyalty in today's competitive business environment.

Robust and highly scalable, **Crystal Quality®** supports call recording solutions, from SMB to high-density contact centers, across several sites or servers, and time zones. This is achieved by unified web access to calls, screen clips, evaluations and reports.

With an embedded, extensively tested recording engine, **Crystal Quality®** records customer interactions on a variety of telephony interfaces comprised of analog, digital, VoIP and radio, and even agent screen activities. In this way, **Crystal Quality®** collects adequate data from your contact center or company employees, meeting all of your needs and much more.

With a proprietary report tool – **Crystal Quality® Form Designer**, it is simple to design agent scorecards and various dashboard-style reports in an easy-to-understand format that displays every aspect of the agent/call center's performance.

Crystal Quality® broadens the traditional concept of Recording and monitoring systems by providing a unique application module called "**Crystal Quality® Agent application**". This enables you to insert more customer data and undergo routine business procedures, or even control recording (record on demand). In addition, you can seamlessly integrate it into the existing CRM or other business system with APIs (application program interface).



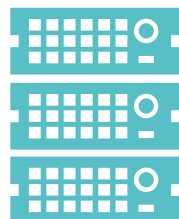
Key Features and Benefits

A unified, **web-based** multimedia recording solution for both TDM, analog & VoIP environments.

Supports a wide range of telephony interfaces including analog trunk/ extension, digital trunk (ISDN BRI/PRI, E1/T1) and digital extension, VoIP trunk/ extension, as well as discrete radios and trunked radios.

Scalable and modular, the hybrid configuration combines all TDM, VoIP extensions & trunks including screen activities and database in a single server, No extra-dedicated server for the database, CTI integration or storage server, thereby significantly lowering costs.

Remarkable **high-density solution** – 1000 concurrent recordings per server.



Adaptability - Crystal Quality can be installed and used as standalone recording system for single site recording or as a satellite recording server for a larger communication network.

Centralized recording management – Multiple recording servers from several locations can be managed and accessed as a single, unified call recording system

Active recording in VoIP environment – Record PBX environments directly with live audio streaming from phones/PBX/ media Gateways, forwarded directly into the Crystal Quality recording server.

Passive TDM recording – Record digital phones, including full call details, without involving CTI integration.

Passive VoIP recording – Signaling and voice analyzing by port spanning/mirroring; record most protocols without CTI or PBX integration.

Flexible approaches to trigger call recording – total, selective, on-Demand, Scheduled and API driven.

Live Monitoring - Monitor audio and real time video directly from the web interface.

License policy - Simple and transparent with no hidden costs. All necessary functionalities come with the product package.

DLA – Dynamic license agreement – Concurrent recording license method, including a smart **planner** for predefined business rules, to achieve the maximum necessary interactions for a minimum cost.

Open Standard Architecture - Crystal Quality was developed based on the principles of open standard architecture. This allows endless flexibility in connectivity, integration and customization, Including web-based platform, MS Windows Operating System, and SQL or Oracle databases.

Running on industry standard hardware - You can choose your own server platform according to your preferences. You can also deploy Crystal Quality on a **virtual machine**.

Flexible long-term storage and archive – Online network-based archive solution, automatic play recycled recording from the archive location.

Web-based user interface - Access Crystal Quality at any time and from any place with a web interface that is intuitive, user-friendly, high performance and reliable.

Multi-language support: The Crystal Quality user interface offers multi-language support.

PBX & CTI integration - Crystal Quality® integrates with a variety of PBX platforms, CTI types and VoIP protocols, with proven integrations with **Cisco, Avaya, Mitel, Genesys** and more.



Screen Recording - Record agent desktop screen activities individually or simultaneously, together with voice recording.

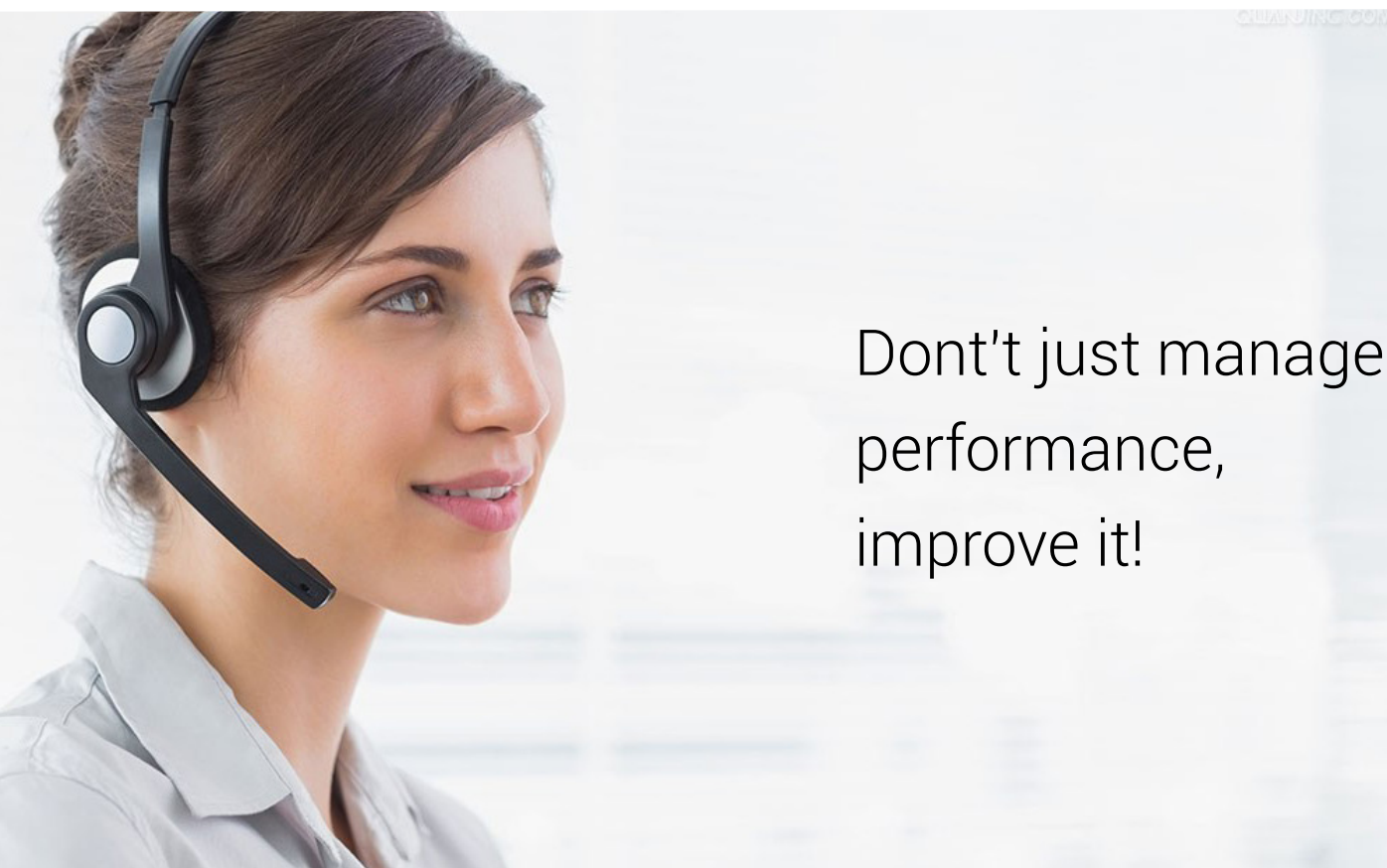
Search and Playback - Plenty of searching criteria, combined with up to 20 customer defined business data fields, enable you to locate recordings quickly.

PCI-DSS Compliance - Crystal Quality® complies with industry PCI standards, with a built-in solution for pause recording on credit card announcements.

Dashboard - The Crystal Quality® personalized web dashboard enables you to build several customized statistical reports, which you can chose to display at a glance.

Crystal Quality Management Suite - The advanced call Center quality monitoring solution helps you monitor call center performance, make measureable improvements, save money and provide executives with valuable business insights.

API - Crystal Quality allows for integration with additional metadata information received from various sources, such as CRM or any third party application that supports web services capability.



Don't just manage
performance,
improve it!





Why choose Crystal Quality® software solutions?

- Cutting edge, feature-rich recording software package
- Easy to install and easy to use deploy and maintain
- Unified recording platform
- Proven successful – About 500 installations around the world
- Affordable – Very attractive price list and no hidden costs, with dynamic license authorization (DLA)
- Multiregional support network
- Flexibility – third party recording software migration capabilities
- Next generation business continuity - High availability and lightning-speed disaster recovery
- Support – Professional online technical support, remote training

1. Customer Interactions Recording

1.1 Intuitive and Powerful Call Search & Playback

With the Crystal Quality powerful call search engine, you can quickly and easily search, locate and share recordings.

- Locate recordings quickly and accurately according to multiple search criteria.
- Create predefined search templates.
- Save the most frequently used search combinations.
- Follow up on call routes using Crystal Quality's scenario reconstruction.
- Smart player based on waveform display with split audio view.
- Download fully or partially recorded files and shared them by e-mail.
- Save, e-mail or export single or multiple-recording interactions as secured Standard files.
- Calls can be searched by any combination of the following search criteria:
 - Customer self-defined data fields (reserved fields)
 - Call duration (from - to)
 - Date and time (from - to)
 - CLID or part of the number for incoming calls
 - Dialed number or part of the number for outgoing calls
 - Extension number
 - Agent name
 - Skill ID
 - Channel number
 - Channel name
 - User name
 - Call direction (incoming/outgoing or both)
 - Remarks and annotation
 - Agent/ User/ Group
 - Tags
 - Agent evaluation score
 - CTI references
 - Recording server number
 - Storage device
 - Recordings that have been archived (backup)
 - Recordings that include screen recording
 - Reference number

Advance Query

General

☐ Recent: [] Day [v]

☒ Start Time: 2015-12-02 00:00:00 [v] 2015-12-02 23:59:59 [v] ☐ UTC

Duration: 00:00:00 [v] 00:00:00 [v]

Extension: Seperate by commas [v]

Caller ID: Seperate by commas [v] ☐ Similar

Called ID: Seperate by commas [v] ☐ Similar

Reference No.: Seperate by commas [v] ☐ Similar

Dir.: ☐ Call out ☐ Call in

Screen Flag: ☐ Yes ☐ No

☐ Save **Reset** **Confirm** **Cancel**

Crystal Quality

Home

Monitor

Search

Evaluation

Report

Configuration

Management

Selected: 0

Local Start Time: 2015/12/2 0:00:00~2015/12/2 23:59:59

Group: SIS

My Favorite Search

+

My Favorite Search

Time : 2015-12-02 00:00

2015-12-02 23:59

Dir. : ☐ Call out ☐ Call in

Agent : Seperate by commas

Extension : Seperate by commas

Caller ID : Seperate by commas

Called ID : Seperate by commas

Search

#	Reference No.	Local Start Time	Dir.	Duration	Caller ID	Called ID	Extension	Tag	Score	User Name	Group Name
1	01101001000_20151202_104342_60997_80001	2015-12-02 10:43:42		00:00:13	80001	999201860035	80001			60997()	SIS
2	01101203000_20151202_104339_60858_80211	2015-12-02 10:43:39		00:00:05	80211	999213661887	80211			60858()	SIS
3	01101179000_20151202_104338_60965_80187	2015-12-02 10:43:38		00:00:11	80187	999201300710	80187			60965()	SIS
4	01101020000_20151202_104321_60993_80024	2015-12-02 10:43:21		00:00:35	80024	999201879235	80024			60993()	SIS
5	01101182000_20151202_104309_60989_80190	2015-12-02 10:43:09		00:00:24	80190	999201315545	80190			60989()	SIS
6	01101150000_20151202_104256_60956_80158	2015-12-02 10:42:56		00:00:26	80158	999201586655	80158			60956()	SIS
7	01101151000_20151202_104256_60999_80159	2015-12-02 10:42:56		00:00:45	80159	999201885265	80159			60999()	SIS
8	01101179000_20151202_104254_60965_80187	2015-12-02 10:42:54		00:00:24	80187	999201840605	80187			60965()	SIS
9	01101073000_20151202_104251_60990_80077	2015-12-02 10:42:51		00:00:23	80077	999201895925	80077			60990()	SIS
10	01101155000_20151202_104245_60952_80163	2015-12-02 10:42:45		00:00:14	80163	999201885265	80163			60952()	SIS
11	01101071000_20151202_104245_60992_80075	2015-12-02 10:42:45		00:00:59	80075	999201526884	80075			60992()	SIS
12	01101204000_20151202_104245_60995_80212	2015-12-02 10:42:45		00:00:51	80212	999201360606	80212			60995()	SIS
13	01101059000_20151202_104241_60998_80063	2015-12-02 10:42:41		00:00:23	80063	999201363210	80063			60998()	SIS
14	01101130000_20151202_104240_60961_80138	2015-12-02 10:42:40		00:01:04	80138	999201361905	80138			60961()	SIS
15	01101066000_20151202_104237_60991_80070	2015-12-02 10:42:37		00:00:54	80070	999218221154	80070			60991()	SIS
16	01101151000_20151202_104237_60999_80159	2015-12-02 10:42:37		00:00:11	80159	999201369585	80159			60999()	SIS
17	01101163000_20151202_104236_60972_80171	2015-12-02 10:42:36		00:01:01	80171	999201871734	80171			60972()	SIS
18	01101150000_20151202_104235_60956_80158	2015-12-02 10:42:35		00:00:18	80158	999201872787	80158			60956()	SIS
19	01101001000_20151202_104234_60997_80001	2015-12-02 10:42:34		00:00:25	80001	999201526066	80001			60997()	SIS
20	01101204000_20151202_104219_60995_80212	2015-12-02 10:42:19		00:00:20	80212	999201529527	80212			60995()	SIS
21	01101123000_20151202_104219_60996_80131	2015-12-02 10:42:19		00:00:25	80131	999201388080	80131			60996()	SIS
22	01101150000_20151202_104216_60956_80158	2015-12-02 10:42:16		00:00:14	80158	999201470585	80158			60956()	SIS
23	01101130000_20151202_104213_60961_80138	2015-12-02 10:42:13		00:00:06	80138	999201770485	80138			60961()	SIS
24	01101182000_20151202_104213_60989_80190	2015-12-02 10:42:13		00:00:30	80190	999201588584	80190			60989()	SIS
25	01101164001_20151202_104211_60857_80172	2015-12-02 10:42:11		00:00:24	80172	999201870475	80172			60857()	SIS

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Page Size 100

00:00

00:00

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Call scenario reconstruction - In VoIP environments, Crystal Quality ® can gather all transferred calls and consultative calls made by agents to supervisors into a single interaction.

Once a telephone conversation transferred or put on hold, a traditional call recording solution cuts it into multiple recording files that are hard to bundle together for complete conversation retrieval. Crystal Quality provides you with scenario reconstruction technology to enable you automatically replay the multiple calls from beginning to the end by simply double clicking any record of the conversation.

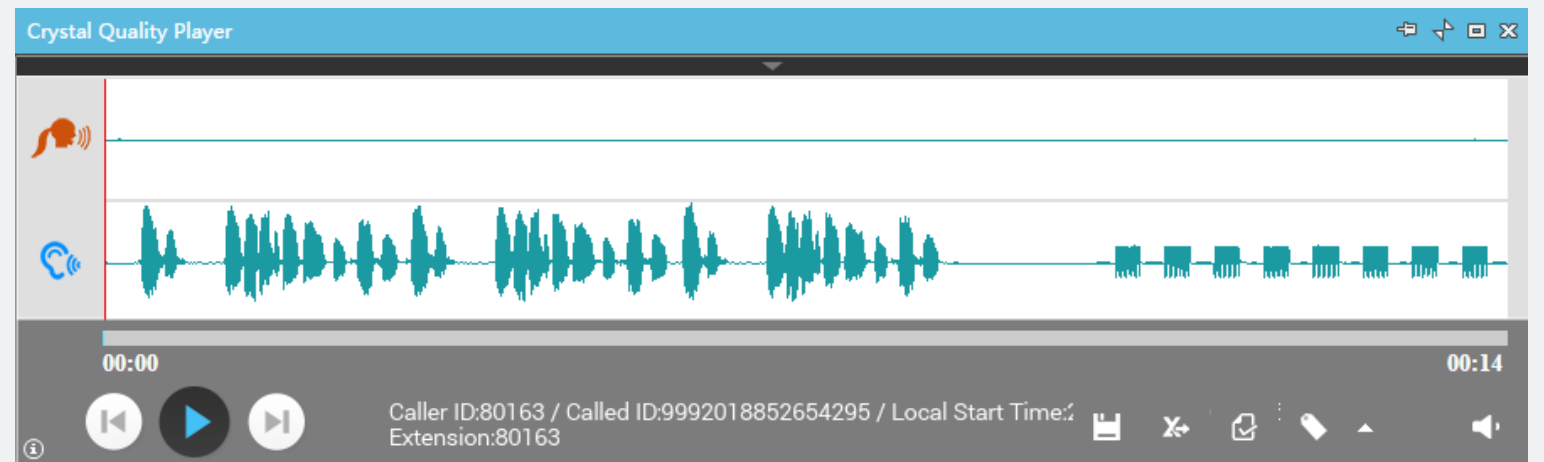
Immediate Replay – The Crystal Quality Immediate Replay feature will significantly improve work efficiency when a supervisor might have missed parts of an audio conversation between the customer and an agent. If a problem arises during a telephone conversation, the supervisor is able to immediately retrieve the call from the very beginning. This helps call center supervisors/dispatchers make decisions in real time.

Crystal Quality's ® Unique Waveform

- Visually represents the actual dB value.
- No need to replay entire recordings; you can select any part of a recording on the waveform to zoom and playback.
 - Any segment of a voice recording can be saved as evidence or sampling for training (supervisor accessibility is required).
 - Customer and agent voices will be separated into two waveforms in VoIP recording environments.
 - You are able to tag as many points as desired on the waveforms for future queries.
 - Key call information will be attached when the recording is played.

Playback Capabilities

- Web-based, no need to install any client application.
- Play back recordings on the server's hard drive, backup device, and network device.
- Multiple channels with simultaneous playback especially suited for radio conversation scenarios.
- Low and high-speed playback.
- Loop playback.
- Easy to navigate through calls.
- Volume control.



Live Monitoring: Listen to live calls with just one click.

- Monitor agents' call status.
- Monitor agents' calls in real time.
- Monitor agents' screens at any time.
- Instant playback while the call is still in progress.

1.2 Enhanced Security Diagnostics and Alarm System

Enhanced Security - Crystal Quality® is designed to fully meet the strict security requirements dictated by the PCI-DSS compliance regulations.

- Strict user-defined password and user permission management.
- Supports verification codes.
- Pause and resume recordings, mute and mask sensitive data (DTMF).
- Multi-level access control (extensive rights can be defined for different users).
- Highest security compliance with PCI-DSS.
- Crystal Quality® provides two encryption algorithms, a free proprietary encryption algorithm and the Microsoft AES 256 - bit encryption algorithm.
- Crystal Quality® supports Secure Socket Layer/ Transport Layer Security (SSL/ TLS) to secure transporting recordings and call information over the network.
- Supports LDAP/Active Directory.
- Supports HTTP/HTTPS.
- Supports MD5.
- File watermarking to ensure file authenticity.

Diagnostics and Alarm System - Continuous self-diagnostics for major operation modules such as database operation, system hardware, storing and backup devices, etc. by using alarm types such as SMS and e-mail.

- Automated alerts and notifications for any abnormal system behavior.
- Monitoring of server and application behavior.
- Special license notification for Crystal Quality® **DLA**.
- Secure SQL database.
- Search alarm history.
- E-mail alerts to a specific person or group.
- Audit trail for user activities.

The alarm system provides monitoring for the following:

- Database/ disk/ CPU/ memory overload.
- Failure to connect to the database.
- CTI connection failed.
- Service is down.
- Configuration not found.
- Recycle touch critical area.
- VoIP/TDM module loading failure.
- Software license was not found or has expired.
- App heartbeat packet loss.
- User locked.
- NIC start failed, NIC heap package, heap channel package, recording start without RTP, channel reset, etc.

Detailed Audit Trial Log - Provides a detailed audit trail log that records all user activity within the system.

1.3 Storage and Archive

The Crystal Quality® advanced archiving feature ensures data security and integrity by providing a strong and flexible archiving strategy spanning multiple storage media.

Flexible, long-term storage and archive - Local and network storage and archive (Disk RAID, Disk Mirroring) are standard features of the Crystal Quality® recording solutions, which support archiving to any mass storage device such as NAS, SAN and FTP servers.

- Supports local and remote voice and screen archiving.
- Recordings can be simultaneously archived on the local hard drive, remote FTP servers or NAS to secure the data.
- Manual or scheduled archiving.
- FIFO or keep policies for data recycling.
- Separate recycle rules for voice, screen and voice + screen.
- Backup by extension/group/user.
- Backup one server or capsules of recording servers under centralized management.
- Standalone player application for archived calls.

Track and record all user activities within the system. Crystal Quality® keeps a record of activities such as log in/out, searching and replaying records and more. Records can be exported as a history report to determine and identify suspicious or questionable activities.

The audit trail system provides monitoring for the following:

- System login/logout.
- User/group/role and organization tracing management.
- Search and playback.
- Plus more.

Notification Tool - Pure alarm tool, designed for installation on each client computer.

Provides the option of viewing the list of alerts on the client computer, monitoring, detection and quick solving in real time.

Storage:

- Initial storage on the recording server hard drive (Disk RAID, Disk Mirroring).
- Recycle operation on the server hard drive (predefined deletion of old recordings).
- Backup recording before deletion operation.

Backup:

- Local or network backup.
- You can define up to three backup devices.
- Manual backup or an automatic backup.
- Pre-programmed setup of backup recordings at a fixed date and time (periodically) - weekly, daily, monthly or immediately after the call has ended.
- Continue backup until there is no free space on DAT, DVD Disk or NAS.

Supported storage media:

- EMC
- USB storage device
- NAS (network access storage)
- SAN (storage area network)
- FTP server

1.4 Integration

Integration - As a total, cross-platform recording solution, Crystal Quality® provides a wide support list for a variety of PBX platforms, CTI types and VoIP protocols, with proven integrations with Cisco, Avaya, Mitel, Genesys and more.

Supported PBX list: Crystal Quality supports recording compatibilities with all major TDM, analog and VoIP PBXs vendors.



Data Collection - Crystal Quality facilitates integration with additional metadata information from various sources, providing extra data filtering criteria.

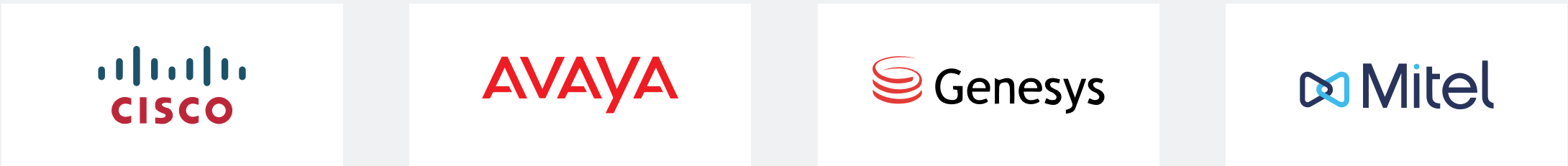
- **CTI** – Fully compliant with common CTI protocols such as CT Connect, GENESYS, TSAPI, CVCT, AVAYA AIC, TAPI and more.
- **SDK & API** – Integration with third party applications such as CRM.
- **SMDR** – Accepts SMDR information from PBX for call data.
- **Agent Application** – Crystal Quality's® unique tool for additional customer data collection.
- **Easy Agent** – Free application for agent ID collection (from Windows users or by users existing in the Crystal Quality system).

Special Integration:

- Avaya DMCC
- Cisco BIB
- Cisco Fork
- Genesys
- ACME Packet – SIPREC
- Mitel CRC

SDK - Crystal Quality SDK contains a wealth of resources designed to help you build powerful applications using Crystal Quality data.

This tool is meant for developers who write server-side code, custom business logic, custom workflow modules and more.



1.5 Crystal Quality® Planner

The Crystal Quality® Unique Planner empowers you to define how your Crystal Quality® system works, in order to meet your business specifications. Define your desired recording methods, archiving, recycling, alarm and report strategy, etc.

- Create your own recording strategy and rules for your business' needs.
- Create multiple tasks based on the following rules:
 - Direction of the call
 - Caller ID, called ID
 - Duration of the call
 - Groups, users, extensions
 - Score
 - Day of week
 - Month of year
 - Date in month
 - Start and stop time
 - Start and stop date
 - Extension
 - Create, Update and delete tasks
- Create complex tasks based on rules and conditions.

1.6 User Management

The Crystal Quality® User Management feature enables you to manage all users at your contact center or organization based on the concepts of role and group. CQ supports connectivity to LDAP to provide centralized security management. Furthermore, you can import personal contacts from .CSV files.

Crystal Quality security is designed to assure that your system functions are only accessible to those users to whom permission has been granted by the system administrator. The administrator has full control over who can play back recordings, create and use evaluation forms and run reports. The user administration is divided into three areas:

User/Agent – Addressing the basic building blocks of the organization or call center. Each user may be granted access to replay recordings, evaluate calls, etc. while belonging to different groups.

Group - Each user/agent belongs to a different group according to his job and skills. Regardless of the complexity of your organizational structure, you can manage it by organizing multiple groups.

Profiles/roles – This is a set of privileges or access rights to the system. A profile will be assigned to each user. Each time the privileges in a profile are updated, the change will be dynamically filtered throughout your user database.

1.7 Crystal Quality® Screen Recording - Screen Activity Capturing

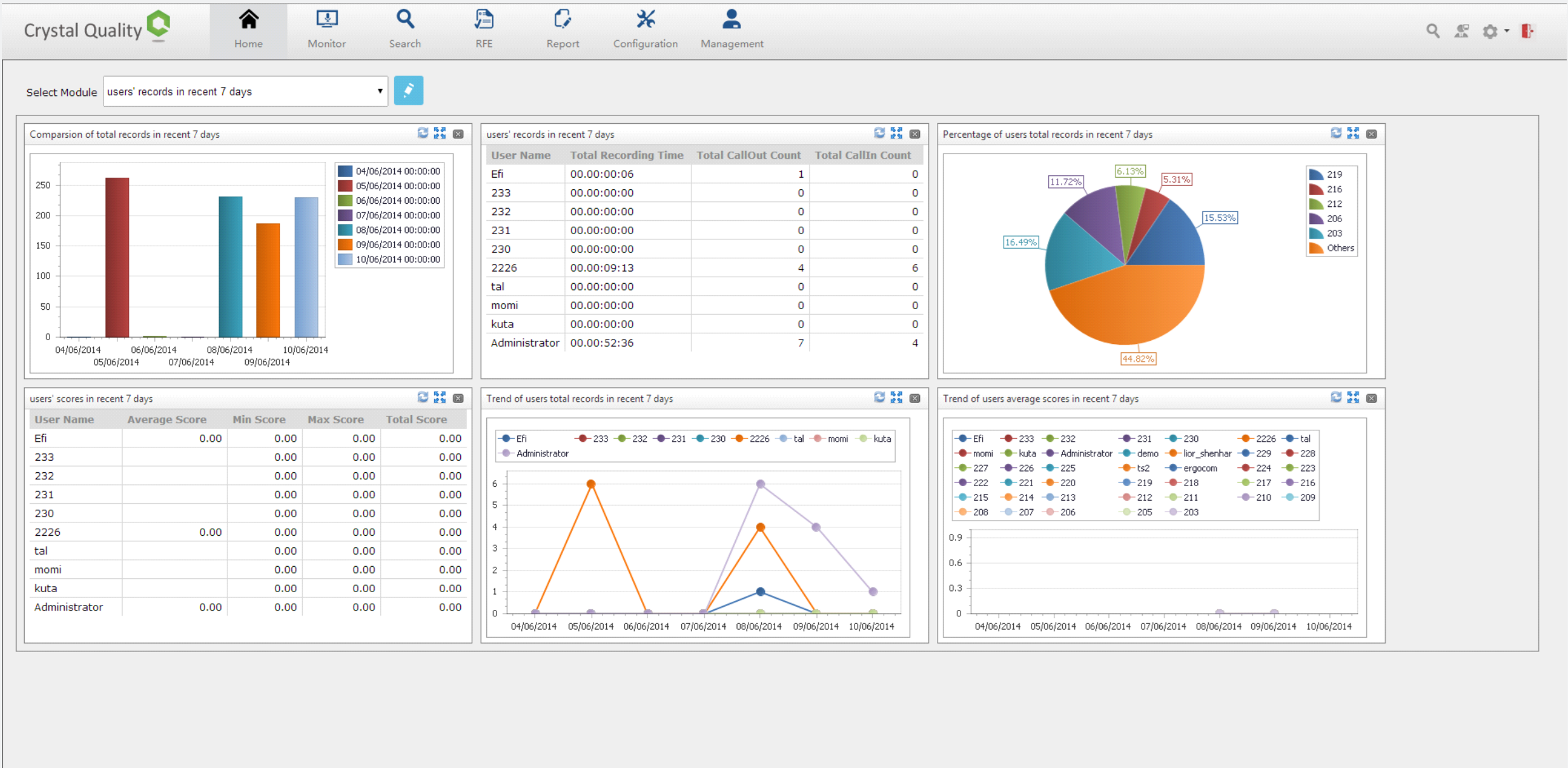
An application that enables you real-time live monitoring and the ability to capture screen activities for various business purposes, such as service performance assurance, coaching, etc.

- Can be replayed with voice recordings or as a standalone solution.
- Simultaneously replay with voice recordings but save the files separately.
- Benefit from the CIS proprietary video compression algorithm and minimize your network load without compromising the quality of the screen recording.
- Light and simple application that uses minimal resources from the agent PC.
- Supports all types of screen resolutions, including 1920 X 1080P (Full HD).
- User defined color setting between 8 bits (256) color to 24 bits true color in order to save storage space and reduce network load.
- A flexible way to record screens, including total recording, sampling recording, recording on demand.
- Saves you license fees with CIS Unique DLA (dynamic license authorization).
- Simultaneous live monitoring of multiple agent screens.
- Capture screens from the beginning of a call until the end of a wrap-up action – not only until the end of the voice conversation.
- Pause and resume screen recordings and encrypt the recording to meet compliance PCI-DSS requirements.



1.8 Crystal Quality® Personal Dashboard - 100% Graphic View Call Statistics

The Crystal Quality® personalized web dashboard lets you build several customized statistical reports that you can choose to display at a glance. The Crystal Quality® Personal Dashboard helps you keep track of your call center activities. The solution quickly highlights important call information such as call volumes, inbound and outbound traffic peaks, call handling times and more.



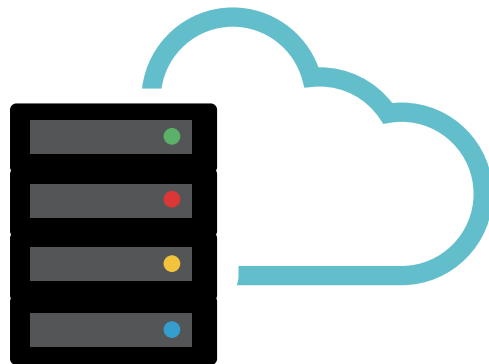
Predefined dashboard graphs display the following information:

- Users' records over the past 7 days or the past month.
- Users' scores over the past 7 days or the past month.
- Comparison of total records over the past months or 7 days.
- Trends for users' total records over the past month or 7 days.
- Percentages for users' total records over the past 7 days.
- Trends for users' average scores over the past 7 days.

Supervisors can easily create customized statistical reports based on their needs, such as:

- Call duration statistics
- Idle duration statistics
- Call in and call out statistics
- Weekly, monthly and annual statistics
- Percent of recording time statistics

The reports are displayed in several formats such as diagrams, charts, graphs and pie charts.



1.9 Virtualization

Crystal Quality is designed to also meet installation requirements on virtual machines.

1.10 Availability/ Redundancy

High availability, no single point of failure.

Prevents loss of data by:

- Hot swaps hard drive to protect local data.
- Both local and central data storage run simultaneously to secure data access. In case one of these fails, the calls are still safe in another location.
- N+1 redundancy for central storage is supported to provide higher level redundancy.
- Hot swaps between multiple records. If a failure is detected, the system immediately switches to the record on standby.
- Supports both 1+1 and N+1 or even N+N, relying on multiple tapping points or SPAN points.
- The database will be synchronized once the failed recording is back online.
- Monitor workloads for each Crystal Quality recorder, such as CPU, memory etc. The Crystal Quality data distributor forwards packets to the least loaded unit.
- Supports redundant power supply.

1.11 Disaster recovery

Our data restore tool offers full recovery of recordings saved as xml files, as well as from the database itself.

1.12 Main Technical Specifications

System Capacity

- TDM Recording - Up to 256 ch/server
- VoIP Recording – Up to 1000 ch/server
- Screen Recording – Up to 512 agent/server

Operating System

- Microsoft Windows 7 Professional 64
- Microsoft Windows 2008 R2
- Microsoft Windows 2012 server

Database

- Microsoft SQL Server 2008 or above
- Microsoft SQL EXPRES
- Oracle

Storage size

For Voice Recording:

- 5.62 MB/hour at Microsoft GSM
- 54.9 MB/hour at PCM
- 109 MB / hour at PCM 8K Stereo
- 13.7 MB / hour at MP3
- 3.6 MB/hour at G. 729a

Web Browser:

- Internet Explorer 9.0 or above
- Google Chrome

Recording Triggers:

Start and stop recording using one of the following triggering actions:

- On/off hook (in analog , digital and VoIP extensions)
- VOX – Voice Activated (in analog and digital extensions)
- D channel (in digital extensions, E1 trunks and VoIP)
- CTI Control (in analog, digital extensions, E1 trunks and VoIP)
- Manually



2. Agent Desktop Application

As an application running on the agent desktop, the unique Crystal Quality® agent application revolutionizes many aspects of the traditional recording system.

- Agents or supervisors can initialize recordings on demand.
- Agent can pause and resume recordings to block out sensitive data (such as credit card information).
- Built-in XML based questionnaire survey template with up to 40 fields that can be fully customized according to company business rules.
- Auto-popup when a call comes in, with all of the relevant information included.
- Add notes to call information.
- All data is inserted into a central database.
- With Crystal Quality APIs, the Crystal Quality agent application can be seamlessly integrated into any third party application.
- Automatically add an agent ID from the Windows user login (enable free seating).
- Live view of call status.
- Standalone player for agent calls.

Crystal Quality Agent

IDLE

Real time record information

☐ Admin Lock
Anikin(316)

Name	Message
Event	Stop record
Direction	Call out
Caller ID	
Called ID	
Start time	2/12/2015 AM 11:07:39
Stop time	2/12/2015 AM 11:08:10

Start
Pause
Stop
Annotate
☐ Automatic Annotate

Record list and playback

Total: 0

StartTime	Direction	CallerID	CalledID	Duration
-----------	-----------	----------	----------	----------

Annotate

00:00:00 / 00:00:00

3. Quality Management Suite


The CIS Quality Management Suite is an advanced call center quality monitoring solution developed in-house by CIS. This powerful suite helps organizations identify service gaps, enhancing customer experience by capturing, evaluating and analyzing customer interactions. This increases customer loyalty in today's competitive business environment.

A proprietary report tool and the CIS form designer make it easy to design agent scoreboards and dashboard -style reports in a simple format, making every aspect of the agent call/performance clearly visible.

- Includes evaluation, scoring, silent monitoring, screen capturing and reports.
- The web-based application platform has a privately owned scoring form designer and a powerful reporting tool.
- Easy to use – Create scoring forms using the drag & drop method.
- RFE – Request for evaluation; create your own business rules for distributing agent evaluation tasks for supervisors.
- Multiple out-of-the-box report templates that cover most reporting needs, for recording and scoring statistics.
- Create your own report templates to meet your organization's rules.
- Calibration - Keep all evaluators synchronized throughout the organization.

Evaluation Form

192.168.8.118/ScoringForm.aspx?mod=1&src=SearchPage&bs=-1&ref=00100010000_20151125_152444_313



Reference No.: 00100010000_20151125_152444_313

Start Time: 2015-11-25 15:24:44

Agent: Administrator()

Dir.: Call out

Duration: 00:00:12

Creator: admin()

Agent Scoring Form (Total Score: 100.00)

☐ Additional Score

{%Skill%}

Add

▶ 1.Proper Greeting(Total Score: 5.00,)

1.1.Introduced the City of Jacksonville(Total Score: 1.66,)

☐ N/A

☐ Yes(1.66)

☐ No(0)

Notes

1.2.CSR introduced self(Total Score: 1.67,)

☐ N/A

☐ Yes(1.67)

☐ No(0)

Notes

1.3.Stated willingness to assist(Total Score: 1.67,)

☐ N/A

☐ Yes(1.67)

☐ No(0)

Notes

▶ 2.Call Management(Total Score: 40.00,)

⏮

▶

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: 313 | : 10000 | 2015/11/25 15:24:44

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Calculate

Save

Save and Close

Print

Save Image



The evaluation form is the most visible component of the program and is necessary for all QM programs, whether the organization is doing QM manually or using an automated system.

Very easy to use, the form even enables a non-technical supervisor or evaluator to easily create dynamic evaluation forms that meet the needs of each particular contact center.

Crystal Quality® Evaluation Forms contain the following information:

- Call details, call type, agent evaluated and evaluator.
- Date of transaction, date of evaluation, customer profile.
- Samples for evaluation, such as verification, product/plan knowledge, procedure knowledge, system knowledge, communication skills, resolution skills, etc.
- Q&A scheme.
- **Scoring** - Point values for each question and section of the evaluation form; includes point values, points available and points earned. Based on the importance of each section to the business and the customer, different point values can be assigned.
- Recommendations - Free - form text box allows reviewers to add written advice regarding follow - up tasks for agents to complete, including taking a specific e-learning course, reviewing a good sample, etc.
- Coaching comments.
- Fully customizable according to business targets.
- A free form designer, along with several evaluation form templates, help you increase efficiency when drafting your own forms and saves the cost.
- Quickly and objectively, assess the quality and performance of local and remote agents by using a flexible, web-based portal.

Calibration

Calibration is the key to ensuring that all of your reviewers evaluate transactions consistently, in order to achieve accurate and credible results. This is also the foundation for maintaining initiative and solidarity in company teamwork. The Crystal Quality® calibration module helps you:

- Keep all evaluators synchronized throughout the entire organization.
- Develop more effective evaluation forms.
- Consistently apply evaluation criteria.
- Enhance your agents' perception of the program's credibility and fairness.
- Generate reports to reflect scoring variances for future discussion.

Reports

Crystal Quality® offers a 100% graphic display and a free reporting tool that enables you to customize reports in any format you desire. These comprehensive reports make viewing the status of key metrics easy, so that you can see the effect that improvements will have on those metrics.

Crystal Quality® Report Designer

A great, easy-to-use reporting tool, the Crystal Quality® Report Designer is totally free. A default part of the Crystal Quality® program, it enables you to design your own reports to meet the specific needs of your organization.

The Crystal Quality® system comes with the following default reports:

- Trend of Records
- Trend of Contact Center QA Score
- Comparison of Total Records
- Percentage of Total Records by Agent
- Trend of Average Score by Agent
- Average Scores by Evaluation Question
- Average QA Scores by Agent
- Average QA Scores by Agent by Category

These reports significantly increase efficiency for a variety of organizations in building their own specific report templates.

About CIS

CIS designs, develops and markets multimedia recording and monitoring systems and agent performance optimization Solutions for the global communications market.

CIS places product quality and technical service at the top of its agenda.

Established in 2011, CIS is a subsidiary of Ergocom LTD (part of the Avdor Group), with 15 years of Telecom experience. Headquarters in Israel with a branch office in China

Worldwide customer installation base.

CIS's Objectives

- To focused on the changing needs of Call recording
- To become one of the best call recording system in the global market
- To be respected by customers and competitors
- To provide the Best Value for your money

