

WORKFORCE OPTIMIZATION INTEGRATION OVERVIEW

When choosing Skype for Business and needing full contact center functionality with Work Force Optimization, look no further than Clarity Connect, the leading contact center for Skype for Business, and Virtual Observer, an industry leader in WFO. This completely software based approach allows for the most complete, seamless delivery on the market.

Clarity Connect leverages native integration with Skype for Business to provide IVR, ACD, Skills Based Routing, Real-Time dashboards, historical reporting and intelligent routing while combining with Virtual Observer to add Quality Scoring, WFO forecasting, scheduling, adherence and reporting to meet all of your needs.

Clarity Connect recorded audio is imported to Virtual Observer via web services along with associated Clarity Connect metadata to allow for the calls or IMs to be searched, evaluated, phonetically indexed, and more. Historical data collection and agent state data, used for WFM forecasting, scheduling and adherence, is also automatically populated into Virtual Observer from Clarity Connect. This collaboration effort allows for a synchronized, robust, integrated workforce optimization solution without the added footprint of additional recording architecture, allowing for highly competitive price points for Clarity Connect partners and customers.

"The message we hear from CIOs and CFOs is clear," said Jon Rauschenberger, CTO of Clarity Consulting. "They are looking to move toward a simple and cost effective way of managing multi-channel communication from their customers. A larger and ever-increasing number of companies are looking for a solution that fully leverages their current investment in Lync and eventual transition to Skype for Business."



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The Virtual Observer (VO) Workforce Optimization Suite

includes a landmark collection of best-of-breed tools for your contact center, integrated within the acclaimed Virtual Observer web-based user interface.

Users will be up and running quickly, even as the system scales to the furthest reaches of your enterprise.



CALL RECORDING & QUALITY MONITORING

The building blocks of any successful Workforce Optimization solution start with captured interactions, whether they be audio, screen, chat, email, etc. From there, VO gives you the ability to score the events and shape the evolution of your contact center staff.

VO LIVE FOR AGENT ASSISTANCE

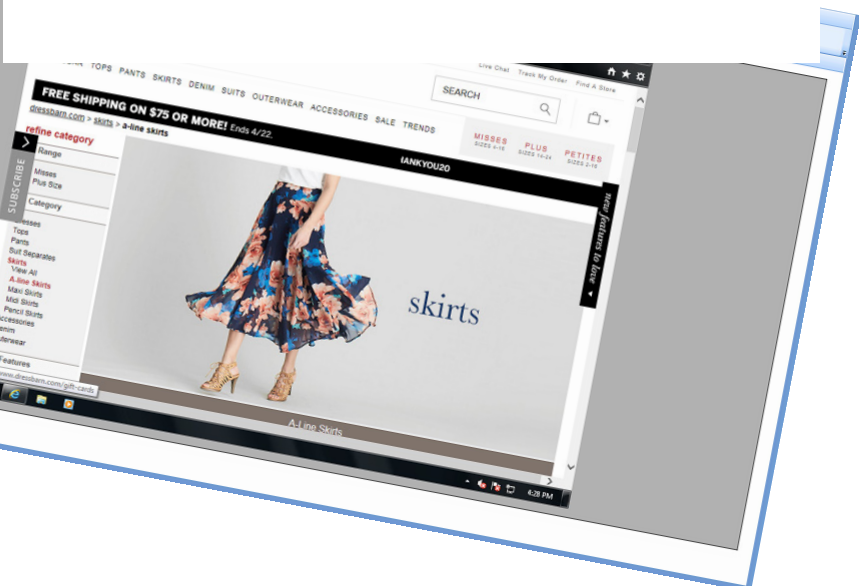
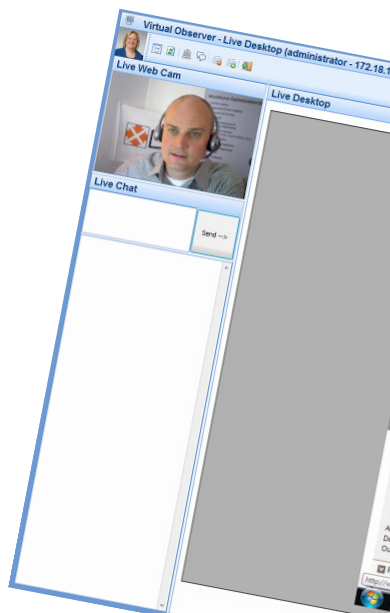
Give users the ability to view all of their agent desktops, in real-time, for a mission-control style command center perspective of what's happening out in the center. Users can send an instant message to the agent or click on a thumbnail screen and enlarge or take full control of agent screens and assist employees on using applications properly. Webcam views of the agents can now be enabled with this feature.

AGENT PORTAL & E-LEARNING

VO's Agent Portal brings the agent into the quality monitoring process, enabling them to view and respond to their own evaluations, play back recorded events, access reports, receive e-learning and training material, share knowledge with peers, view or adjust schedules and more.

ENHANCED QUALITY MONITORING INSIDE THE BROWSER

VO provides all of the tools necessary to realize your quality assurance initiatives, including core features such as our Evaluation and Scoring Form Creation Wizard, which provides you with the ability to create an unlimited number of scoring forms. Our single-screen Query Wizard gives you the power to extract the data you need and to dynamically save your queries as favorited views for next time.



WORKFORCE MANAGEMENT

Leverage the power of “What If” and achieve your contact center forecasting, scheduling and real-time adherence goals with our proven WFM solution, enabling you to find the right agents at the right time with the right skill sets.

ADVANCED PCI SECURITY

The Virtual Observer and ClarityConnect WFO Solution offers stop and start recording capabilities to prevent Sensitive Account Data (SAD) and Primary Account Number (PAN) from being captured during recording. This process satisfies sections 3.2 and 3.4 of the PCI-DSS Specification preventing the storage of SAD and PAN even if encrypted.

EXTERNAL CONNECTORS

Both products offer various connectors to CRM, ticketing, and other external data sources to meet the customer needs. Whether looking for data to make intelligent routing decisions on, pass agent notes, call recordings, chat transcripts, or screen captures into a platform to centralize the information, we can work together to identify the settings that are right for your business needs.

VOICE OF THE CUSTOMER

Virtual Observer WFO delivers actionable intelligence gathered from multiple sources: the recorded interaction, the evaluated event, the phonetic indexing of the audio, and the customer’s feedback.

SPEECH ANALYTICS

VO’s “Call Insight” Speech Analytics is a critical component in any “Voice of the Customer” program. The phonetic engine’s features do much of the listening for you, as well as providing data/dashboard analytics on the search phrases you’re most interested in. “Call Insight” can also help automate your scoring and tagging processes.

REAL-TIME BIG DATA

VO Dashboard, trending and performance reporting present multiple levels of data in a hierarchical view. From department views to agent views down to question views and the ability to click right to the referenced event’s recording. VO provides the ability to access data and make decisions.

BEYOND THE FEATURES

Stellar onsite training programs, unlimited webinar training offerings, optimization consulting, responsive support and more are structured to make the launch of your workforce optimization program a success and your entire team shine as heroes of the organization.

