

Amazon Connect Integration with Alvaria Cloud Quality™

Many contact centers recognize the huge advantages of moving their infrastructure to the cloud. Amazon has created a simple, self-service, cloud-based contact center service, Amazon Connect, that's scalable, reliable and low cost – using pay-as-you-go pricing. But in a contact center of any size, you must also plan and manage your customer service labor in an organized way.

Alvaria is pleased to announce the integration of the Amazon Connect cloud-based contact center with Alvaria's quality management solution, Alvaria Cloud Quality. Together, these powerful systems offer effective ways to assess quality of voice, screen and text-based customer interactions drawing from multiple sources of quality including supervisors, QA analysts, customers and others. These features help enhance customer satisfaction, improve agent effectiveness and comply with increasing legal requirements and security concerns.

KEY DIFFERENTIATORS FOR ALVARIA

Integrated, Robust Evaluation Tools for Voice and Screen Recording

Voice and screen recordings can be used within Alvaria Quality™ and evaluated using our easily created evaluation forms. These robust evaluation tools provide clear insight into the complete customer experience and help improve agent quality and performance.

Playback

Flexibility to easily search, retrieve, playback, pause and resume customer voice interactions.

Calibration Interface

Ensure evaluators are providing a uniform measure for scoring through the Alvaria Quality calibration interface.

Modern, Graphical User Interface

Highly simplified, web-based, graphical user interface with same look and feel as other WEM components significantly increases agent/supervisor productivity and morale.

Integrated Speech Solutions

Easily view key words/phrases identified during the call and jump to those key words/phrases using the speech tab.

Integrate with other Leading Alvaria WEM Products

Make the most of your quality management investment by leveraging integrations with other top Alvaria WEM products.

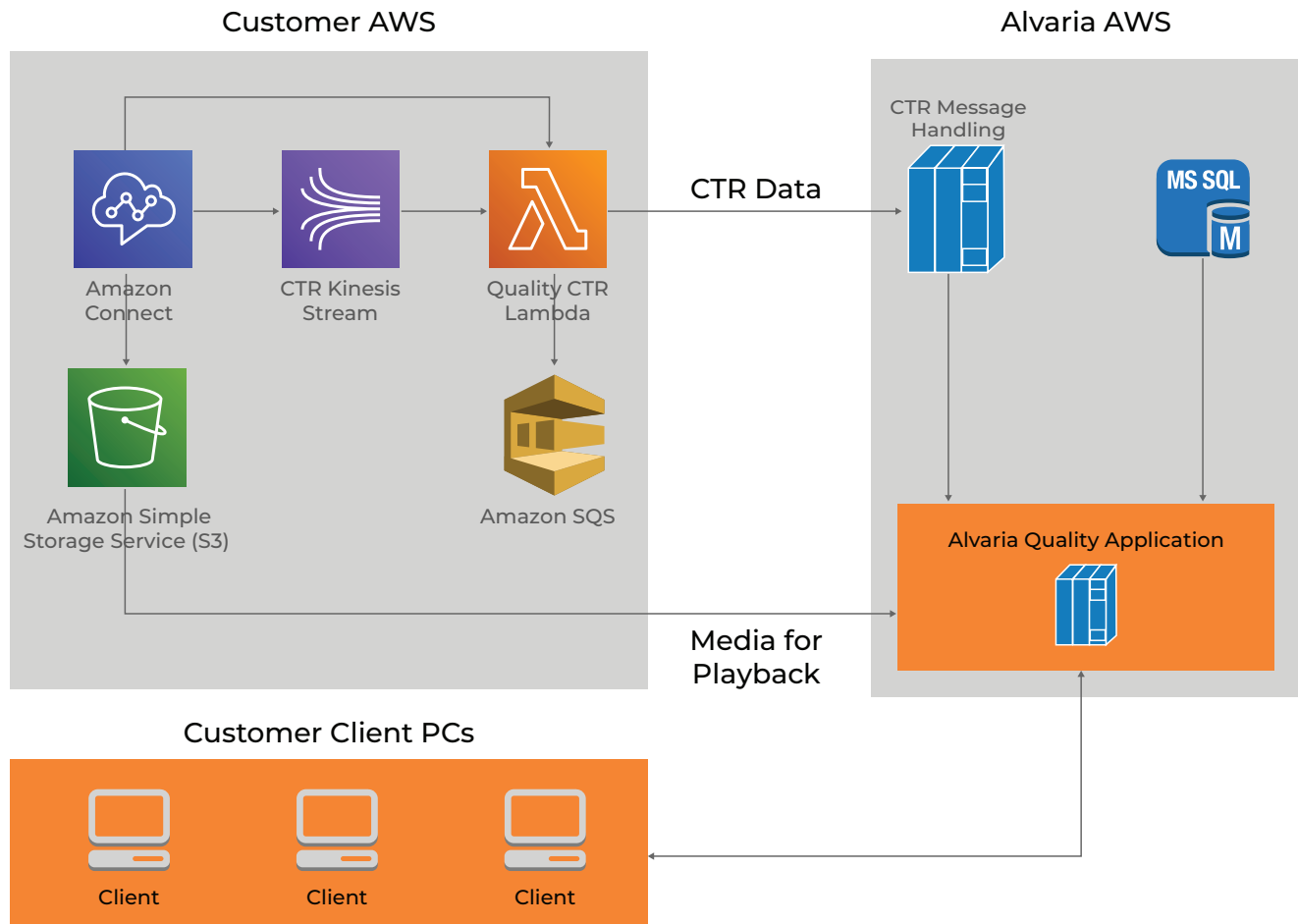
Consistent Scoring Across the Contact Center

Ensure consistency and perceived fairness of quality scores with easy-to-use scoring calibration.

KEY COMPONENTS

Data Connectivity

The Amazon Connect Integration to Alvaria Quality™ uses the many flexible features of AWS Cloud to provide you with voice recordings and their associated metadata, enabling you to replay, evaluate, calibrate and conduct reporting.



Unlock a Complete Quality Management Solution

The integration of Amazon Connect and Alvaria Quality helps you unlock a complete quality management solution – enabling you to identify the most appropriate interactions, evaluate agent performance and capture real-time customer feedback to provide insight on both business issues and contact quality. The Alvaria Quality components after integration with Amazon Connect include:

Recording: Leverage Amazon Connect's ability to record voice interactions and Alvaria Cloud Quality's screen recording through Amazon's workflow.

Evaluations: Robust evaluation tools give insight into the complete customer experience and help improve agent quality and performance. Voice and screen sessions can be recorded using Alvaria Recording™ and then evaluated with easily created dynamic evaluation forms.

Calibration: To ensure all coaches are providing uniform measures for scoring, the Alvaria Quality calibration interface includes workflow capability that automatically schedules all coaches to score certain pre-qualified calls, transfers the scoring requests to their work queues and gives a specific timeframe to perform the calibration scoring.

Feedback: Agents can be given opportunities to self-evaluate by initiating coaching sessions where both the agent and supervisor can evaluate the same interaction and compare their scores online with the system's calibration interface. Plus, involve customers in the quality process by combining scores with speech analytics.

More Detailed Information on Alvaria Quality™ Products

For more detailed information on Alvaria Quality visit: <https://www.alvaria.com/docs/default-source/resources/data-sheets/alvaria-quality-ds.pdf>

To learn more, or to get started using Alvaria Quality and Amazon Connect, call us at +1 (877) 258-0268 or visit www.alvaria.com/contact.

KEY FEATURES

- Integration provides Amazon Connect users access to a leading quality management solution
- Comprehensive view of agent quality as evaluated by supervisor, agent, customer and automated analytics
- Modern, intuitive, browser-based user interface removes technology barrier and dramatically shortens learning curve
- Provides a valuable source of quality data for Alvaria Performance™ scorecards
- Tight integration with market-leading Alvaria WEM solutions
- Easy-to-use scoring calibration system
- Easy to create dynamic evaluation templates with dependent questions and assignable weights
- Agent self-evaluation and feedback tools with online coaching
- Variable resolution of screen recordings to optimize storage capacity
- Saved and shared searching makes it easy for QA staff to develop and share filters for specific call types

About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

