Qfiniti | Expert™

Agent training is a critical element in any successful customer contact center. But giving agents the information they need to do their jobs can be challenging, time consuming and costly – and information is only part of the answer.

To be truly effective, training initiatives should help agents acquire and retain value-based knowledge. At the same time, agents should be able to review existing content within training and reference materials while on a call or other type of interaction. Gain all those capabilities, and more, with Qfiniti™ Expert™.

Qfiniti Expert is a powerful eLearning tool that automates agent education through the targeted, intelligent delivery of online training programs. Qfiniti Expert provides the tools needed to build skills and knowledge, to enhance agent performance, and to improve agent retention and productivity. Qfiniti Expert delivers all this, plus the power of integrated search that allows the content to be referenced and searched - even after training is completed. Making these search tools and eLearning exercises readily available helps continually improve agent performance and service levels in the contact center.

Qfiniti Expert puts today's most advanced eLearning solutions at your fingertips.

Qfiniti Expert:

- Delivers content directly to the desktop so training courses can be taken anytime, anywhere
- Delivers content alongside reviewed recordings and agent evaluations for online coaching and feedback
- Reduces churn and recruitment costs
- Streamlines the deployment of complex training programs to numerous participants and/or multiple locations
- Complements existing training programs through compliance and integration with industry-leading training and development applications
- Targets information to the agent based on priority to guide the agent through self-paced eLearning
- Enables online search for agents who need to reference training materials on the job
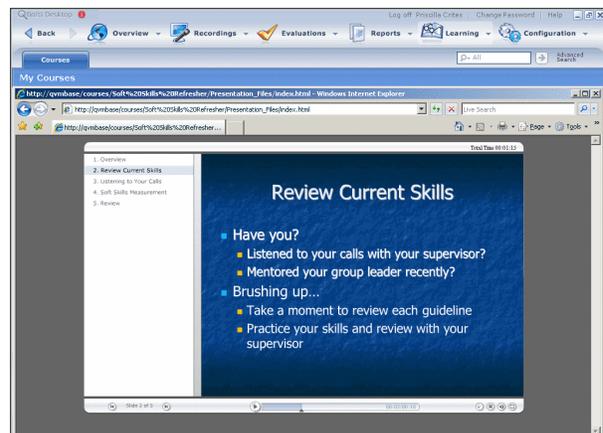
Accessible and Economical Training

Qfiniti Expert interacts seamlessly with the entire Qfiniti Enterprise platform of contact center performance solutions. Administrators publish, review and track courses in the Qfiniti desktop while agents review courses in the same desktop with their evaluations, greatly simplifying the job of assigning agent training. Online training courses can immediately be assigned to agents as managers evaluate recorded customer interactions to assess performance. This ensures a timely and targeted delivery of training content. Qfiniti Expert is the perfect solution to create synchronized training across your enterprise - from the management team at corporate headquarters to an outsourced training partner across the world.

Autonomy etalk

Agent Accountability

Qfiniti Expert's integrated reporting within the Qfiniti platform gives supervisors and training administrators the visibility needed to track progress and agent retention. Reports can be delivered quickly via email, with drill-down information about agent performance. Qfiniti Expert also helps uncover trends and training gaps at the agent, team or site level by enabling managers to review extensive information stored in the platform about each agent.

Open & Compliant Course Creation

Qfiniti Expert streamlines the creation of eLearning modules with an open integration to any authoring tool that delivers web-driven, compliant courseware. Administrators simply publish or link to courses across the enterprise or immediately publish quick information to the desktop. Agents are notified via Qfiniti or email to see the priority and content of the course in seconds. For a rich user experience, incorporate video, FLASH, sound or other CBT's to the courses. Qfiniti Expert is seamlessly integrated with Qfiniti Observe and Advise, giving agents the ability to review coaching sessions made with annotated recordings.

Centralized Information

Qfiniti Expert's centralized data store functions as an agent's personal information, allowing each agent to easily access course content. Online content reduces search time, ensures teaching consistency, and eliminates the need for hard-copy training materials. Now integrated with the Intelligent Data Operating Layer (IDOL), Qfiniti Expert delivers relevant, conceptual searches that deliver information to agents' fingertips with ease. When combined with Autonomy etalk's real-time agent support solution, Qfiniti Assist, training materials can also be searched along with other document repositories, intranet/internet web pages and knowledge management systems.

Lifecycle Training Solution

Qfiniti Expert is a great supplement to existing new-hire training, with a blend of eLearning, classroom instruction and multimedia content. Recurring training programs can update agents on product and service offerings, brief employees on legal issues or other hot topics, polish key skills and encourage professional development. Your quality program can further be strengthened with quizzes or reviews and by pushing specialized training to top performers.
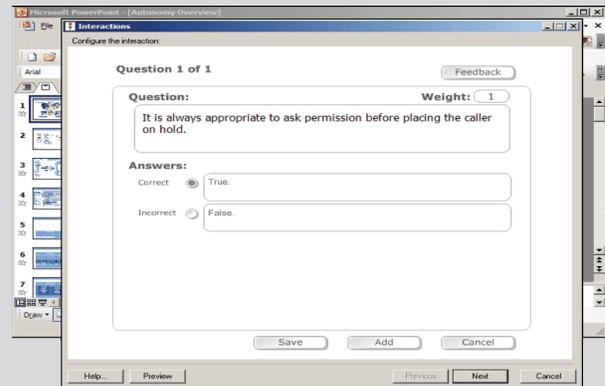
Part of the Qfiniti Enterprise Solution

Qfiniti Enterprise delivers a unified, centrally managed platform for multi-channel interaction analysis, real-time agent support, and contact center performance management. By automatically delivering relevant and accessible customer intelligence to the organization, this solution enables businesses to understand the meaning of customer interactions and deliver outstanding customer service across the globe.

Qfiniti Observe
- Call and desktop recording for quality/compliance

Qfiniti Explore
- Automated customer communication analysis

Qfiniti Assist
- Automatic information assistance

Qfiniti Survey
- Integrated customer satisfaction survey

Qfiniti Advise
- Scoring and measurement for evaluation

Qfiniti Expert
- On-line agent coaching and training