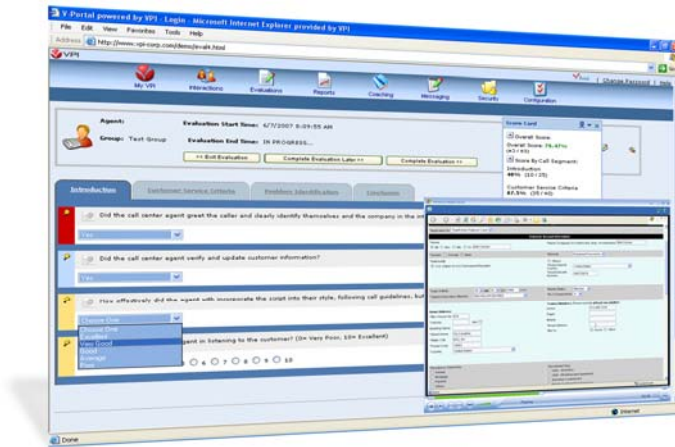




Agent Call Quality Management

Activ! IQ Agent Evaluation



Features and Benefits

Your Robust, Easy to Use Call Quality Monitoring Solution

- Maximize the effectiveness of your QM processes – implement pertinent business rules to facilitate the focused, intelligent selection of your recorded interactions for evaluation.
- Ensure the objective and consistent evaluation of interactions and post-call customer surveys using fully customizable forms to monitor customer perspectives on quality.
- Streamline the evaluation process with Web-based access to a unified interface for evaluation and playback of synchronized call and screen recordings.
- Access quality and performance information anytime, anywhere, using a flexible Web-based portal.
- Drive ongoing quality improvements – leverage real-time intelligence presented by optional dashboards, which are customizable for each user based on roles, privileges, and responsibilities.
- Analyze your QM results and trends using comprehensive reports with data roll-up and drill-down options for expedited, in-depth analysis of causes for quality problems or customer interaction excellence.
- Align your QM program with strategic business goals – implement integrated, real-time performance management, speech analytics, and agent coaching systems.

Intelligently Select Recorded Calls for Evaluation

- Integrated with other components of VPI's Activ! Performance Suite™, Activ! IQ gives you a variety of options for the manual or automated selection of your most meaningful recordings for evaluation. The choices range from a simple to a much more sophisticated, intelligent selection based on any combination of telephony data and business attributes of recordings, or based on tags from integrated performance and speech analytics systems identifying problematic or excellent interactions for management review. In this manner, you can accurately assess your organization's strengths and weaknesses, impacting your customer relationships and success.

Fully Customizable Evaluation Forms

- Activ! IQ provides contact centers with an unprecedented degree of flexibility to customize evaluation forms and tailor processes to conform to your specific needs and objectives. You can evaluate an unlimited number of skills and customize an unlimited number of answer choices. In addition to efficiently assessing the quality of your individual customer interactions, a well-designed quality evaluation can reveal significant problems, issues, trends, and opportunities – crucial information for the successful execution of your business strategy. You can complete an evaluation in a matter of minutes! Inputting your agent performance

Specifications subject to change.



observations is easy and efficient – it's a matter of simply playing a call/screen recording and scoring it with intuitive GUI buttons, pull-down menus, and other convenient tools, and adding comments as needed.

Improved Coaching and Training

- Activ! IQ allows you to pinpoint your agents' strengths, weaknesses, and areas on which to focus training efforts. The system breaks down the agents' behaviors into skill-sets, such as communications, call handling, technical, product knowledge, compliance, etc. Once the weaker skill-sets are identified, specific training and coaching sessions may be conducted to maximize the talent pool of your call center. With VPI's Activ! Coaching solution, targeted training content can be automatically distributed to agents based on pre-defined business rules and schedules.

Valuable Insights at Your Fingertips

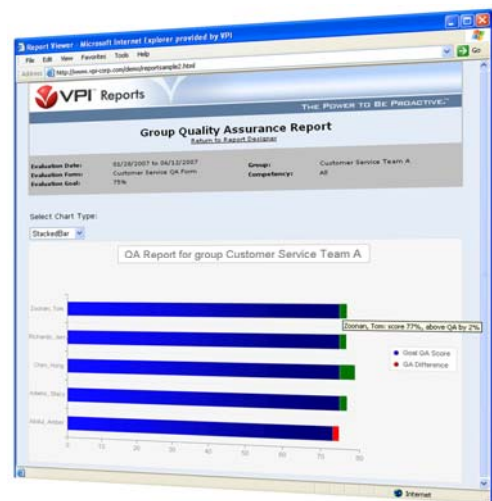
- With Activ! IQ, it's easy to track contact center quality and gain unprecedented insight into productivity and customer service levels. Managers and supervisors can choose from a variety of convenient tools for access to information: a customizable Web portal with dynamic reports on quality and other parameters of performance, a true docked, always-on dashboard with up-to-the-minute customer interaction quality updates, and an extensive set of pre-defined, customizable, and ad-hoc reports that present data from a variety of angles and in a variety of formats.

Web-based Portal for Maximum Productivity

- Using a fully customizable Web-portal interface, management can easily keep track of the contact center performance, challenges, and results that are tied into the objectives of the enterprise. At-a-glance views of agent quality results and trends, performance metrics, and other data are combined with tools for in-depth analysis of contact center statistics, access to search, playback, and distribution of recordings, and, optionally, information and tools from other integrated applications of Activ! Performance Suite™.

Comprehensive Reports for Informed Decision Making

- Activ! IQ comes standard with a set of pre-defined, adaptable reports, tools for creating custom reports, and the ability to report via 3rd party applications. For convenient access to in-depth quality and root cause analysis, Activ! IQ Web-based reports provide for data roll-ups and drill-downs, all the way down to playback of recordings. You can also playback calls and start evaluations directly from the drill-down reports.



Activ! IQ offers several standard, comprehensive drill down quality assurance reports.

About VPI

VPI (Voice Print International, Inc.) is a leading innovator and provider of integrated interaction recording and workforce optimization solutions for contact centers, enterprises, trading floors, government agencies, and first responders. VPI has been a dedicated Mitel/Inter-Tel integration partner since 1998.

VPI's award-winning Activ! Performance Suite™ is a tightly integrated, modular suite of software applications for interactions recording, quality management, performance management, agent coaching, and more to help improve workforce performance, build customer loyalty, minimize risk, and ensure compliance. Each solution is robust and powerful, yet very flexible and easy to use. VPI's solutions can be customized and scaled to meet the demands of organizations of all kinds – from small, one-site contact centers to global enterprises employing in-house, outsourced, and remote agents. For more information, visit www.VPI-corp.com.

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