



# Activ! Performance Suite™ 4.0

## Experience the Many Benefits

### Overview

VPI's dedication to understanding and meeting the needs of our customers has resulted in the development of **Activ! Performance Suite™**. The suite of modular applications gives organizations the power to proactively manage contact center operations and intelligence—providing the function and flexibility to optimize processes, boost productivity, enhance customer loyalty, minimize risk, and ensure regulatory compliance throughout the enterprise. A gateway to **VPI's Activ! Performance Suite™**, the new, dynamic **V-Portal** offers secure, unified Web browser-based access to VPI's tightly integrated, modular suite of contact center solutions and integrated third-party applications. **V-Portal** enables users to customize and personalize their own "My VPI" page to quickly and efficiently navigate directly to the features and functions that meet their specific needs.

**"VPI's new suite, Activ! Performance Suite 4.0, is a well architected, designed, and easy to use solution that can help managers optimize the performance of their contact centers."**

- Donna Fluss, Industry Analyst, DMG Consulting

### Secure, Web-based Access and Centralized Administration

No matter where you're physically located, with an Internet connection and **VPI's Activ! Performance Suite™ 4.0** enabled - you'll have the freedom to access recorded interactions, run reports, and perform employee evaluations from a single interface. You can also administer the system (create, edit, and delete employees across multiple servers) – all changes made are replicated out to the capture servers.\* You can quickly and easily access all critical, time-sensitive information. Give your clients access to recorded interactions to verify your contact center's performance. All of this translates to major time savings and efficient use of personnel - resulting in compound reduction of costs and a significant Return on Investment.

To ensure utmost security, **Activ! Performance Suite™** offers multi-level authentication at both the client level and at the service level. Additionally, **Activ! Performance Suite's** login security is enhanced by its Microsoft-encrypted SALP and Irreversibly MD5 hashed passwords.



**Activ! Performance Suite 4.0 offers secure Web-based access and management of recorded interactions, evaluations and reports.**

### Open Service Oriented Architecture (SOA) Framework

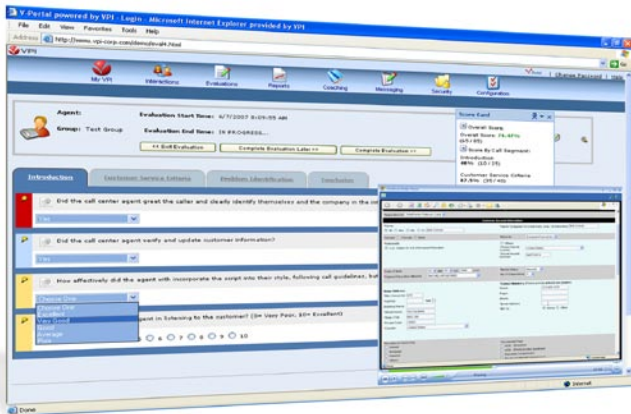
Based on the emerging industry standard, **Activ! Performance Suite™ 4.0** has been developed to run as a Windows service around an SOA-based framework. This allows contact centers to fully leverage the entire spectrum of VPI's tightly integrated, best-in-class solutions designed to address compliance, quality management, speech analytics, performance management and coaching. The open SOA-based architecture provides for sharing of information and business processes, while allowing the solutions to evolve independently – protecting existing technology investments. Some of the many benefits of **Activ! Performance Suite's** new framework include:

- Rapid Implementation
- Enhanced Security
- Improved Scalability
- Faster Development Time and New Feature Releases
- Higher Availability
- Standards-based Design

### Root Cause Analysis with Drill-Down Reporting

**Activ! Performance Suite™ 4.0** offers a wide variety of 2D and 3D reports and the convenience of drill-down reporting – simply click through the layers of each report – from end-result KPI down to initial agent/customer interaction. Easily create bar, line and area charts and add them to your personal portal home page via simple drag-and-drop functionality. Report on correlations between interactions recording and quality assurance data.

\*Agent IDs are required to be unique across multiple locations.



*Easily build call quality evaluations forms and score employees while playing true audio and screen video files.*

## Truly Flexible Call Quality Monitoring

**Activ! Performance Suite™ 4.0** offers the most advanced, user-friendly agent evaluation solution to date. **Activ! IQ** provides contact centers with an unprecedented degree of flexibility to customize and edit evaluation forms and tailor processes to conform to specific needs and objectives. You can customize forms for evaluating an unlimited number of skills or competencies, answer choices, and call segments. Complete an evaluation in a matter of minutes! Inputting your observations on agent performance 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. Users now have the ability to evaluate and report on the date of the interaction, the date the QA evaluation was performed, or the employee's general job performance (no need to evaluate a transaction).

## Real-Time QM Dashboards for Improved Supervisor and Agent Performance

With the **Activ! IQ** dashboard, it's never been easier for supervisors to track the status, progress, and outcomes of agent performance evaluations. Agent dashboards allow agents to monitor the progress of their call handling expertise and achievements on an ongoing, daily basis. They can view their quality scores, skill development trends, and KPI-based metrics – individually, or compared to the team. The optional **Activ! IQ** dashboards are customized to meet your needs and displayed as a band of real time information docked at the top of your agent and supervisor workstations. The **Activ! IQ** dashboard can deliver any combination of quality assurance statistics, and can optionally configured with important metrics from your business and telephony systems, that require constant monitoring.

## Improved Employee eCoaching and Training

**Activ! Performance Suite™ 4.0** offers the most advanced eCoaching and training solution available today. **Activ! Coaching** puts knowledge in the hands of those who need it, precisely when they need it the most. This highly integrated call center coaching e-learning system delivers training content and messages to agents just in time to improve their efficiency and enhance productivity. Some of the many benefits include:

- SCORM compliance
- KPI correlated reporting
- Skills-based training
- Pure thin client content distribution
- Accessible API
- Tag-based content categorization
- Content testing
- Classroom training usability

## Advanced Network Performance Monitoring

While VPI offers the most reliable recording solution on the market today, we also like to offer the highest "up time". We achieve this by providing immediate notification in the unlikely event that a recording system stops recording – our system continuously monitors the health of your VPI servers and, optionally, the other devices on your network. VPI's network monitoring system is a Windows 9x/ME/NT/2000/XP/2003 based software package used by thousands of Information System specialists, system administrators, and IT solution providers around the world. If a problem is detected, various alerts and notifications can be triggered to make sure the appropriate persons are alerted to potential problems and the issues are resolved quickly and efficiently.

## Personalization and Customization

**Activ! Performance Suite™ 4.0** leverages Microsoft ASP .NET 2.0 and Windows Communication Manager 3.0. foundation and portal framework. This allows you to personalize your **V-Portal** home page to create your own, personal "My VPI" page via fluid "drag and drop" functionality. New AJAX technology has been implemented to provide a better, more fluid user experience. In addition, **Activ! Performance Suite™ 4.0** is Set up to support themes – the global theme selection allows users to select colors and fonts, and to re-brand certain elements of **V-Portal** with their logos and messaging. Users can also rename and sort column headings.

## Simple Migration to VoIP

**VPI's Activ! Performance Suite™ 4.0** offers IP Recording solutions that integrate with industry-leading VoIP telephony platforms, including Cisco Systems, Avaya, Nortel, and others. With **Activ! IP's** extreme flexibility, you can count on seamless integration and simple migration to emerging VoIP technologies. Grow and adapt on your own terms by easily and reliably recording audio from most traditional circuit-switched and new VoIP PBXs/ACDs in the same system – preserving your investment. Unlike other offerings that require a complete system change-out to migrate from recording in a traditional telephony environment to recording in a VoIP environment, with **Activ! IP**, you simply change the voice interface boards in the server, which has an expanded capacity of 192 channels.