Engage WFO™
for the Cloud

The comprehensive Workforce Optimization solution with an intuitive UI accelerates user adoption and time-to-benefit in the cloud.

TELSTRAT®

TelStrat understands the challenges in the contact center and has spent the last two decades dedicated to producing a comprehensive call recording and workforce optimization solution to simplify your contact center operation.

Engage Workforce Optimization (WFO) delivers world-class functionality, encapsulated in an easy-to-use interface, which accelerates adoption and time-to-benefit for your team and your business needs as a cloud-based service.

Optimize Contact Center Operation – The Easy Way

Contact center professionals have a tough job managing the competing goals of increasing customer satisfaction while decreasing operational costs, balancing resources, and optimizing key performance from their team and the company as a whole. Ultimately, success in the contact center as well as the company's business is measured by customer satisfaction, increased revenue/profitability and controlled costs, all contributing factors to the success in building your company brand.

Today's Challenges

In today's fast-paced environment, contact centers face more challenges than ever before. Customers want information and solutions immediately. Regulatory requirements change quickly. Privacy concerns are heightened. Profit margins are eroding in many industries creating pressure to do more with less. And in the end, every customer interaction has to represent your brand and your business in the best light possible. To succeed in this challenging environment, contact centers must:

- Improve the customer experience
- Ensure regulatory compliance
- Reduce customer & employee churn
- Optimize productivity
- Identify emerging trends
- Increase first call resolution
- Secure sensitive customer data

Engage WFO for the Cloud Benefits

Engage WFO's comprehensive capabilities enable you to meet these challenges and more, optimizing every aspect of your contact center performance:

- Increase quality and agent performance with comprehensive views of total customer interactions
- Simplify root cause analysis of non-compliant calls to improve First Call Resolution
- Accelerate agent productivity with focused coaching sessions
- Decrease agent attrition with agent empowerment tools
- Easily identify trends by mining call content for industry/competitive information
- Improve operational efficiency - accurate forecasting, reduce costs, optimized schedules
- Reduce liability through adherence to government and industry regulations
- Minimize dispute and litigation risk with 100% recorded calls

TelStrat's Engage WFO has enabled thousands of contact centers to successfully attain these goals and it can empower yours too. As a software-as-a-service subscription, Engage WFO for the Cloud yields even greater scalability and up-front cost efficiency. Subscribers gain from anytime, anywhere access to a browser interface, while other subscription benefits include:

Cost efficiency

Software as a service enables centers to better manage to budget and focus on core business competencies while dedicating IT resources to other projects and initiatives. Subscribers can address seasonal bursts quickly and easily.

Service security

Best-in-class service prevents unauthorized access and safeguards data from loss or theft. Low latency, assured uptime, and redundancy ensure service reliability, while high-level encryption during data transmission and storage protect from catastrophe.

Productivity gain

Quick deployment and rapid adoption of Engage WFO for the Cloud ensures improved efficiency and effectiveness. An ultra-intuitive interface makes the tool easy to learn and use so your staff quickly become more productive.

Engage WFO for the Cloud Components

Engage WFO for the Cloud is designed for best-practice contact center workforce optimization (WFO). This unique solution gives rock-solid call recording with live monitoring, centralized management, and performance dashboards. Integrated screen capture, speech analytics and agent evaluation, coaching and e-Learning provide the closed loop feedback needed to improve team performance. Desktop Analytics lets you automate PCI compliance and CRM integration ensuring your company makes the most of customer insights. Workforce Management gives you the power to maximize your company performance and optimize agent productivity.

Engage WFO
Components

Recording
Call Recording / Screen Capture

Quality Management
Agent Evaluation / Coaching / E-Learning

Analytics
Speech / Text / Desktop

Workforce Management
Forecasting / Scheduling

Engage WFO is a comprehensive solution designed for best-practice contact center workforce optimization. The solution is scalable to accelerate time-to-benefit now and provide continuous performance improvements as your organization grows.

Call Recording

Engage Record provides rock-solid call recording easily tailored to your needs for service excellence, policy adherence, and regulatory compliance. Engage Record enables staff to better monitor quality, better understand customers, improve performance, resolve disputes quicker, support legal defense, and mine fresh business intelligence.

Engage Record enables your contact center to:

- Protect call recordings in storage and during transmission with AES 256-bit and SSL encryption.
- Automatically pause/resume recording to protect payment card data and comply with PCI Data Security Standard.
- Monitor agents to guide handling to achieve service excellence.
- Review call and screen recordings to discover new ways to improve customer satisfaction and agent workflow.
- Archive recordings on retention schedules that comply with policies and regulations.

Engage WFO's user interface provides ultra-intuitive work screens for creating quality evaluation forms, agent performance coaching, and dashboard quality metrics trending.

Screen Capture

Engage Capture integrates with Engage Record to capture video recordings of each agent's desktop activity (including email and chat sessions) synchronized with each voice recording to create a complete view of customer interactions.

Engage Capture simplifies supervision and increases productivity by providing:
- Full-motion video recording at variable bit rate of up to four agent desktop monitors per agent.
- Compliance with FDCPA, HIPAA, MIPPA, PCI, TCPA, TILA, TSR, SOX and SEC regulations.
- Recording screens of agents, and continue recording agent work after interactions end.
- Exporting to standard formats.

Quality Management

Engage Quality equips your staff for performing agent evaluations and immediate coaching, as well as providing e-learning, while pinpointing opportunities to improve agent call handling practices to increase customer satisfaction, drive increased sales, and build customer loyalty.

Engage Quality enables your staff to:
- Create unlimited forms, sections, questions and responses.
- Review and score synchronized call and screen recordings.
- Weight scoring for each section, question and response.
- Ability to define skillsets to pinpoint specific areas for coaching
- Track critical handling errors using an "Auto Fail" feature.
- Tailor reports to show trends based on key metrics.

Engage Quality Coaching & e-Learning equips agents with knowledge and training tools that help them better understand their strengths and weaknesses, fostering better performance, empowerment and morale.

Engage coaching and e-learning enable staff to:
- Receive guidance in best-practices and self-paced learning.
- Receive custom curricula based on performance and roles.
- Maintain an online multimedia resources library.
- Track completed assignments and evaluation reviews.
- Email completed interaction evaluations to agents.
- Empower agents to review and appeal evaluations.

Speech Analytics

Engage Analytics and Analytics Pro apply phonetic and large vocabulary index analysis to locate selected words and phrases in call recordings, helping to uncover fresh insights for improving products and services, reducing risks and increasing customer satisfaction. Use speech analytics to identify trends and root causes of your customers' experiences.

Engage speech analytics tools enable your analysts to:
- Search accurately and minimize false positives by assigning probability scores to search results.
- Automatically monitor script adherence for regulatory compliance.
- Find 'best' or 'worst' examples of call handling for best practice evaluation and performance training.
- Mine call recordings for competitive/industry insights.

Desktop Analytics

Engage Desktop Analytics extracts key data from agent desktop activities and stores it with customer calls so they may be retrieved easily. The tool automatically captures, censors, tags, organizes, and maps activity to automate work processes, extract data, and link related interactions.

Typical examples include:
- Pause recording of sales transactions during credit card data entry to ensure no sensitive data is stored.
- Integration with 3rd-party CRM applications enables playing call recordings from the CRM records.
- Associate and track multiple-call interactions with case numbers so agents can easily retrieve and analyze issues.
- Quickly retrieve call recordings tagged with patient number by linking to patient IDs in healthcare systems.

Engage Dashboards provide at-a-glance insight to key metrics. Important call performance data is available in a customizable, real-time desktop display. Data can be trended over time and compared within and across teams.

Workforce Management

Engage WFM is a powerful workforce management (WFM) system combining industry-leading forecasting and scheduling with easy usability, providing your contact center the most value for your investment. Engage WFM makes it easy for you to schedule the right agents with the right skills at the right time to meet your demanding service levels.

Engage WFM enables contact center managers to:
- Optimize staffing through precise forecasting, making intra-day adjustments to satisfy required service levels.
- Detect and correct adherence issues with real-time monitoring.
- Boost performance achievements with gamification tools.
- Reduce agent attrition through improved work-life balance.
- Customize reporting to gain insights into schedule adherence for productivity improvement.

Flexible WFO Solutions Designed for the Cloud

Engage WFO for the Cloud meets the sophisticated needs of large-enterprise contact centers while ensuring the ease of use that the smallest contact centers require.

As your business needs change, Engage WFO for the Cloud scales to support it. Multiple locations can be organized virtually into one contact center with one set of data, while reaping the benefits of a simplified user experience. In addition, Engage WFO's application programming interface (API) enables tailored integrations with your CRM and other business-critical applications.

Your Engage WFO for the Cloud provider ensures industry-standard data survivability and disaster recovery. A best-in-class service, Engage WFO for the Cloud provides full multi-tenancy with partitioned resources, AES 256-bit data encryption, and fine-grained authorized user access to assure ongoing integrity. Engage WFO for the Cloud is optionally available with managed services. TelStrat is with you every step of the way to simplify your subscription experience.

It's time to simplify your contact center experience and deliver new benefits to your organization with Engage WFO!

Let's Get Started
To learn more about how Engage WFO Suite can simplify your contact center operations, contact us today.
sales@telstrat.com

The TelStrat Advantage

TelStrat® develops comprehensive call recording and workforce optimization (WFO) solutions. Engage WFO™ features award-winning technology for capturing customer interaction, knowledge-mining call content, maximizing agent performance, and streamlining workforce management. Over two decades of experience, more than 3200 customers and hundreds of thousands of users worldwide attest to TelStrat's unwavering dedication to customer service and support. TelStrat offers Engage WFO through a global network of over 330 reseller partners, including some of the most prominent names in telecommunications. **www.telstrat.com**

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