TelStrat WFO

Optimize your contact center operations with a comprehensive Workforce Optimization solution

TelStrat Workforce Optimization (WFO) is a complete call recording and workforce optimization solution designed to simplify your contact center operations. Combining the ease and power of our award-winning call recording technology with an array of best-practice workforce optimization technologies, our WFO solution is designed for organizations of all sizes. Harness TelStrat WFO for an affordable total recording, quality monitoring, and workforce optimization solution.

> Take advantage of world-class functionality in an easy-to-use interface and quickly improve your team performance and impact on the business. Available as both on-premises software and a cloud-based service, TelStrat WFO flexibly serves your needs.

Optimize Contact Center Operations

Contact center executives often juggle many competing goals, including increasing customer satisfaction and decreasing operational costs while balancing resources and optimizing performance. This is no small feat when customers want information and solutions immediately. Regulatory requirements can also change quickly, further complicating your contact center operations. Privacy concerns remain paramount for your customers and eroding profit margins create pressure to do more with less. 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, your contact center must:

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

TelStrat WFO Benefits

TelStrat 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 complete views of all customer interactions
- Simplify root cause analysis of non-compliant calls to improve First Call Resolution (FCR)
- 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 and lower costs – via better forecasting and optimized schedules
- Reduce liability through adherence to government and industry regulations
- Minimize dispute and litigation risk by recording 100% of all calls your contact center receives

From capturing customer interactions to forecasting and scheduling, TelStrat WFO addresses each major aspect of contact center operations. With TelStrat WFO, you can:

- Capture complete customer interactions at every point of contact
- Easily blend multiple PBX and voice technologies and access in a centralized location
- Streamline call times, ensure consistency and increase quality
- Elevate agent performance and training and improve retention and productivity
- Knowledge mine call content, maximize resources, and enhance the bottom line

TelStrat WFO provides call center executives and managers with the tools they need to optimize their workforce at a surprisingly affordable price.

TelStrat Components for Best-Practice Contact Center WFO

Enjoy 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.

TelStrat WFO

Components

Recording
Call Recording / Screen Capture

Quality Management
Agent Evaluation / Coaching / E-Learning

Analytics
Speech / Text / Desktop

Workforce Management
Forecasting / Scheduling

TelStrat 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 continous performance improvements as your organization grows.

Call Recording

Easily tailor TelStrat Record to your needs for service excellence, policy adherence and regulatory compliance. Better monitor quality and understand customers, improve performance, resolve disputes quicker, support legal defense and mine fresh business intelligence.

- Protect call recordings in storage and during transmission with 1024-, 2048-, or 4096-bit RSA encryption and SSL access to the user interface
- Automatically pause/resume recording to protect payment card data and comply with the PCI Data Security Standard
- Monitor agents to guide call handling and improve the customer experience
- 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

Screen Capture

TelStrat Capture integrates with TelStrat Record to capture video recordings of each agent's desktop activity synchronized with each voice recording. This lets you create a complete view of customer interactions. With Screen Capture, you simplify supervisors' daily tasks and increase productivity.

- Capture full-motion video recording at variable bit rate of up to four agent desktop monitors per agent
- Comply with FDCPA, HIPAA, MIPPA, PCI, TCPA, TILA, TSR, SOX and SEC regulations.
- Record agents' screens and continue recording agent work after interactions end
- Export to standard formats

Quality Management

TelStrat Quality equips your staff to perform agent evaluations and in-the-moment coaching, while also providing E-learning and pinpointing opportunities to improve agent call-handling practices. Leverage these insights to increase customer satisfaction, drive higher sales and build customer loyalty.

- Create unlimited forms, sections, questions and responses
- Review and score synchronized call and screen recordings
- Score each section, question and response with weighted scores
- 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
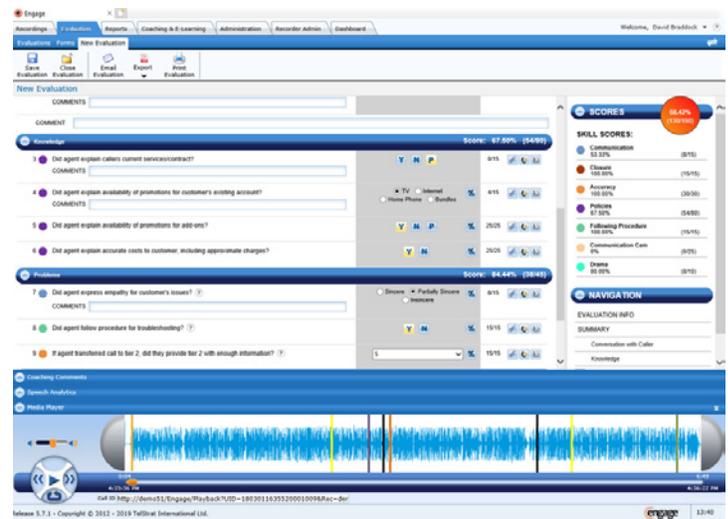
TelStrat Quality Coaching & E-learning equips agents with the knowledge and training tools to help them better understand their strengths and areas for improvement, fostering better performance, morale and engagement.

- Receive guidance in best practices and self-paced learning
- Review 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

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

- 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

TelStrat Desktop Analytics extracts key data from agent desktop activities and stores it with customer calls for easy retrieval. Automatically capture, censor, tag, organize and map activity to automate work processes and link related interactions.

- Pause recording of sales transactions during credit card data entry to ensure no sensitive data is stored

- Integrate with third-party CRM applications to play call recordings from 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, for example, patient IDs in healthcare systems
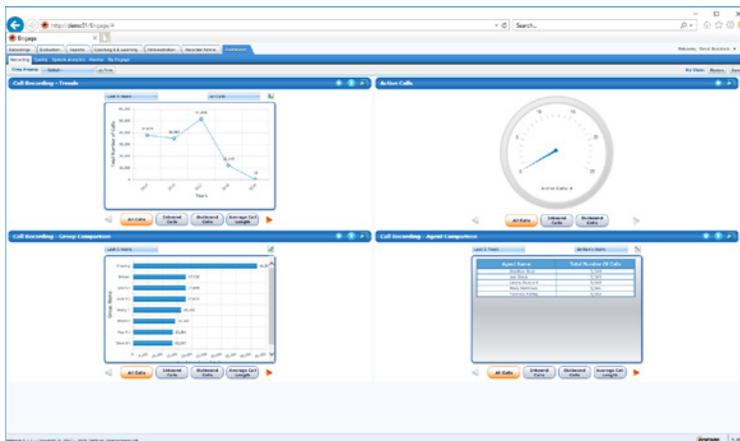
TelStrat Dashboards provide at-a-glance insight into trends in contact center activity, such as call duration by agent, agent group, type, or category, and percentage of silence by agent group. Users may access current activity status and work schedules from anywhere at any time via smart mobile devices.

Workforce Management

TelStrat 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. TelStrat WFM makes it easy for your supervisors to schedule the right agents with the right skills at the right time to meet your demanding service levels.

- 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 Solutions Designed for SMB, Enterprise and Cloud

TelStrat WFO for the Cloud meets the sophisticated needs of large enterprise contact centers while ensuring ease of use for even the smallest centers.

As your business needs change, TelStrat WFO can scale to support your requirements. You can combine multiple locations and servers or centralize your network to seamlessly integrate a distributed enterprise solution, all while reaping the benefits of a simplified user experience. In addition, TelStrat WFO's application programming interface (API) enables tailored integrations with your CRM and other business-critical applications.

TelStrat WFO is designed for industry-standard data survivability and disaster recovery, and our experienced staff is available every step of the way to ensure your implementation success. TelStrat WFO deploys flexibly in these popular configurations: on-premises, in the cloud, hybrid, and with managed services.

Deployment Solutions

TELSTRAT UNITY: Full WFO on a single server for small-medium businesses

TELSTRAT ENTERPRISE: Call recording and WFO custom tailored to specific enterprise needs

TELSTRAT CLOUD: Cloud call recording and WFO for hosted service providers or private cloud deployments

Simplify your contact center experience and deliver more value to your organization with TelStrat WFO!

About Serenova (formerly TelStrat)

Serenova has transformed the customer experience. Over a decade ago, the company realized technology didn't exist that could deliver immediate, consistent, and exceptional service. So, it created a true cloud contact center solution that could. The result is the ability to unify everything from customer engagement to quality management to analytics. This single source of truth provides global brands insights about customer information and experiences as they pivot between channels such as SMS, voice, or Facebook messenger.

Whether it's technology, healthcare, or retail, brands from all industries come to Serenova for its global coverage and deep integrations into the business systems used every day. Why is this important? It creates the opportunity to keep pace with customers by quickly scaling up across the enterprise or out geographically. Recognized by analysts such as Gartner, Serenova is committed to building on an 18-year legacy leading the way in cloud-based contact center innovations.

To learn more, visit **www.serenova.com**. For live updates, follow **@SerenovaShine**.