



Industry-Leading Recording and Evaluation Solutions

MERCOM INTERACTION QUALITY™

Agent/Call Taker Evaluation & Reporting Software

Mercom's award-winning Interaction Quality software offers the most powerful combination of advanced technologies, design flexibility, and ease of use. Numerous Mercom Differences are engineered in, to provide the smoothest call evaluation and scoring experience.

ADVANCED WEB TECHNOLOGIES

Interaction Quality is based on the premier architecture for delivery of web services, Microsoft®.NET®, providing browser-based playback, evaluation, scoring, and reporting. Active Server Pages® provide immediate, interactive information during the call.

UNIFIED CONTROL

A Single Internet Explorer® Browser Window integrates the vital information and controls needed to find, play, and evaluate calls.

REDUCED DEPLOYMENT COSTS

Interaction Quality can be hosted by the Audiolog Recording server, for a highly efficient recording and evaluation solution that saves hardware and reduces cost.

POWERFUL AND SCALABLE

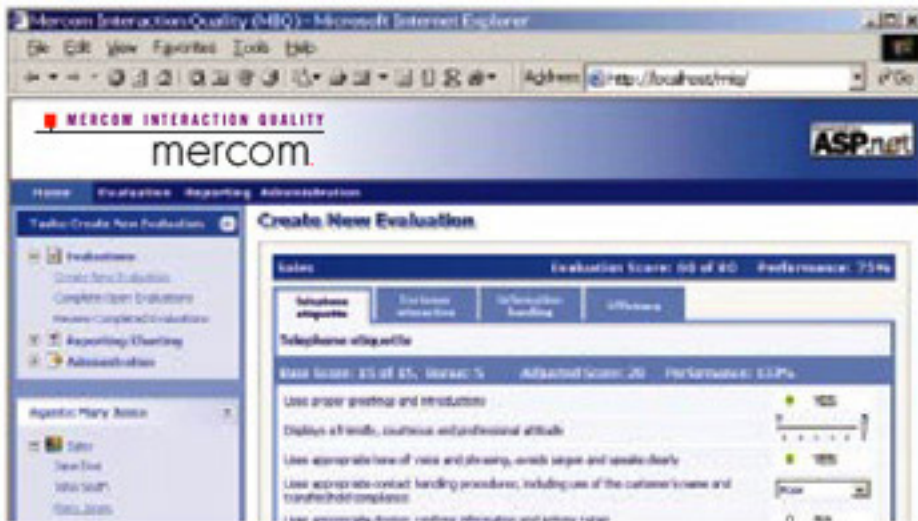
Provides both the power and functionality required by the largest, most sophisticated call centers. Interaction Quality is also inherently scalable and affordable for smaller to mid-size contact and public safety centers.

Getting Started in 4 Simple Steps

It's easy for Evaluators to get started quickly with Interaction Quality.

- Select the Template
- Select the Group
- Select the Agent
- Select the Call

Interaction Quality's unique interactive capabilities allow scores to be displayed on-screen, while the call is being scored.



Mercom Systems Inc.

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DESIGNING YOUR EVALUATION TEMPLATES

Interaction Quality allows you to build your evaluation templates on-line, according to the format your organization prefers.

- Easy-to-use “What You See Is What You Get” interface
- Select from three scoring methodologies
- User-definable number of Scoring and Selection elements
- Multiple score selection tools, including Yes/No, Yes/No/NA, programmable ranges, and pull-down lists
- Programmable scoring, with bonus (+) and penalty (-) options

STANDARD AND CUSTOM REPORTS

It's easy to analyze and summarize the performance of your organization's Agents, Groups, and Evaluators. View all reports on-screen, printed, or exported to PDF, DOC, and XLS formats.

- Detail Report provides a complete view of the results of all evaluations
- Performance Trend Analysis Report presents charted performance trends for each Section of the evaluation over time, viewed by Contact Center, by Group, or by Agent
- Daily Evaluator Activity Report allows review of the activities of each Evaluator
- Easy-to-Custom Reports for activities specific to your organization

SIMPLY THE BEST

- The most powerful combination of advanced technology, simple to use, most flexible –and can run on the Audiolog Server.

Feature Highlights for Mercom Interaction Quality

- Easy updates, most at the central Audiolog server
- On-Line Form Designer, view the actual form and score elements as you build it
- Simultaneous Administration allows multiple supervisors to simultaneously design different forms
- Full Security controls who can create, edit, use scoring forms, and which Agent's calls can be evaluated
- Comprehensive Reporting for standard and customizable reports, charts, graphs, summaries, trends
- E-Mail Audiolog's .wav voice files along with Interaction Quality reports

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