

SOLUTION OVERVIEW

OpenText™ Qfiniti Cloud Edition (CE)

Capturing experiences to drive engagement



Lowered average handle time (AHT) by up to 20% at a global hotel chain



Increased first contact resolution (FCR) by more than 72% for a top 10 European bank

OpenText Qfiniti sets the benchmark for workforce optimization and speech analytics with a highly integrated and modular product suite. Engineered to operate seamlessly together, each component can also be deployed as a standalone product as necessary to solve the most urgent contact center management needs.

Delivering premium customer service is a powerful competitive differentiator in today's marketplace, making contact center performance crucial to success. To keep customer satisfaction high, organizations must be able to measure and understand interactions to know they are meeting customer needs and identifying opportunities for agent workforce improvement.

Our OpenText Workforce Optimization and Speech Analytics software is made up of two main product suites, Qfiniti and Explore. The Qfiniti suite delivers a unified, modular and centrally managed platform for multichannel interaction analysis, with real-time agent support and contact center performance management capabilities. By automatically delivering relevant, accessible, actionable customer intelligence, Qfiniti helps organizations understand the meaning of customer interactions and deliver outstanding service across the globe. The solution can be deployed as a Cloud managed service, SaaS or a hybrid model to reduce total cost of ownership and support integrations with partners such as Amazon Connect, Genesys Cloud, Twilio Flex, RingCentral, NICE inContact, Avaya and Cisco.

"We wanted to have a consistent experience at every touch point, and that's where OpenText™ Qfiniti has been able to help us with that focus. It helps us identify real-time feedback from our customers so that we can proactively address any concerns. Our focus is to continually provide an excellent experience for our customer, and obtaining this type of analytics is key to our success."

Sharon Bailey
 VP of Customer Care and VOC
 HSN

Integrated, modular product suite

Call and screen recording, agent evaluation, real-time assistance, automated scoring, survey, training and workforce management products share a unified user interface and integrated analytics to help businesses deliver true quality performance.

Maximize workforce and customer engagement

Streamlined staffing, scheduling and training lead to happier, more engaged employees, which helps increase retention. Advanced speech, voice of customer and multichannel analytics provide actionable insights into customer behavior.

Optimize performance management

Automated scoring and reporting help organizations maintain consistent quality measurement and fast, effective coaching.

Manage regulatory demands

Intelligent masking and muting with metadata attached automates the administration of PCI and HIPAA compliance.

Drive continuous process optimization

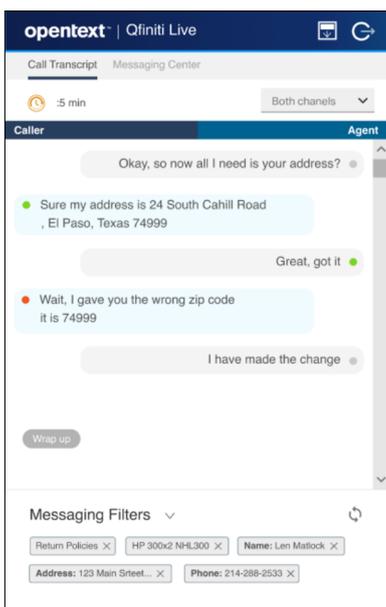
Real-time agent guidance and desktop automation deliver average handle time control and cost savings while reducing customer effort.

Measure agent and customer behaviors

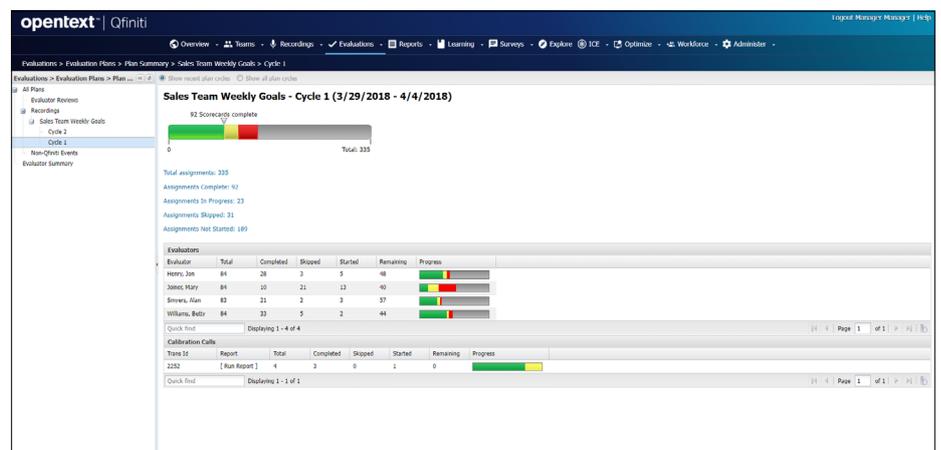
Flexible scoring models can help organizations define and calibrate the interaction behaviors most relevant to their business context.

Optimize call handling

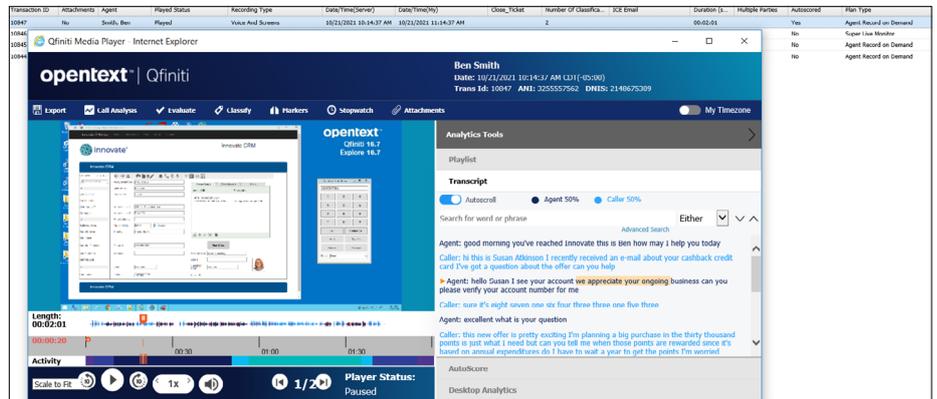
Leverage real-time speech analytics for speech identification and sentiment analysis to live customer conversation providing your contact center agents with insights and context-sensitive information based on what the customer is saying and how they are saying.



Real-time speech transcription and analytics with agent caller prompts



OpenText Qfiniti Evaluation Plan Summary



Voice and Screen Recording Player

Products	Benefits
Qfiniti Observe	Records the agent's voice and screens all the time or randomly, so recordings can be used to facilitate quality assurance and provide coaching tools, such as voice-file visualization, CTI and coaching markers
Qfiniti ICE	Enables business-defined triggers to identify sensitive PCI or HIPAA-regulated data within voice, text or screen recordings and automatically mask or mute the information based on business needs
Qfiniti Advise	Facilitates quality management, coaching and performance management through consistent evaluation forms, automated scoring, on-the-fly coaching tips and evaluation plan management
Qfiniti Optimize	Delivers powerful desktop analytics for measuring and reporting on user processes, automating workflows and real-time, contextual guidance to front and back office agents. Workflow information can be gathered across the workforce for aggregated reporting and then filtered so the data may be reviewed by group, team or region
Qfiniti Survey	Provides two ways to survey the customer via email with a web-based survey or after a call using IVR technology. Feedback from either source is linked to the agent who handled the call. Post-call survey results are also linked to the call recordings, providing effective drill-down to the root cause and effect
Qfiniti AutoScore	Automates the identification, scoring and tracking of agent behaviors and customer experiences in all recorded calls using advanced speech analytics, and linking analytics-driven scoring to questions in Qfiniti Advise
Qfiniti Workforce	Optimizes multi-skilled forecasting and scheduling, agent shift bidding and schedule changes through an intuitive mobile app, intraday management and advanced agent adherence
Qfiniti Expert	Provides the ability to attach text notes, screen annotations, bookmarks and coaching comments directly to a recording or scorecard. Supervisors can assign eLearning assets directly to an agent evaluation without having to exit the process.
Qfiniti Live	Provides agents with instant and personalized coaching based on live analysis. For agents it is like having a virtual and personal coach on every call to point out their mistakes and guide them through call script, problem resolution and key words adherence.
Qfiniti Explore	Delivers multichannel analytics that aggregates data from social media sites, blogs and forums to automatically identify emerging trends to get a data-driven, near real-time picture of what is being said about their company and competitors from news organizations across the world.

Interaction Recording	Desktop Control	Performance Management	Desktop Analytics	Customer Surveys	Workforce Management	Online Training	VoC Analytics	Analytical Scoring	Real-Time Speech Analytics
Multi-channel Capture	Muting and Masking	Quality Monitoring	Application Monitoring	Multi-channel Surveys	Scheduling and Forecasting	Integrated e-Learning	Multi-channel Connectors	Automated Scoring	Decision Engine
PCI DSS Compliant	Metadata Attach	Evaluation Planning	Real-Time Guidance	Inbound and Outbound VoC	Mobile Engagement	SCORM Compliant	Centralized VoC	Speech Enabled	Real-time APIs
Qfiniti Observe	Qfiniti ICE	Qfiniti Advise	Qfiniti Optimize	Qfiniti Survey	Qfiniti Workforce	Qfiniti Expert	Qfiniti Explore	Qfiniti AutoScore	Qfiniti Live

OpenText Qfiniti Cloud Edition (CE)
Workforce Engagement Management

opentext™ | Cloud

Qfiniti Managed Services
Managed and Cloud Services



[▶ See the demo](#)

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About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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