SUCCESS STORY | CALL RECORDING AND MONITORING

An international nonprofit organization in Canada implements Webex Contact Center QM solution to enhance call monitoring and quality management

Seamless call recording and monitoring for a higher level of service delivery.

About the client

The client is a well-known international nonprofit organization operating in various communities in Canada. They provide essential services to address critical social issues and local community needs, ranging from healthcare, food, and shelter to mental health, addiction support, legal and financial assistance, support for seniors, childhood development, neighborhood planning, community engagement, social innovation, and public policy.

Requirements

To strengthen its connections and efficiently handle communication with communities, the client required a cloud solution that could seamlessly integrate with its existing Cisco WebEx Contact Center Enterprise solutions.

The primary aim was to record all agent calls to ensure comprehensive data capture and monitor them effectively for quality management..

Solutions offered:

To meet the client's requirements, Servion, a trusted partner of Cisco Systems, suggested the QM option, which is a part of the Webex Contact Center product. The solution encompassed the following key features:

• **Calabrio Quality Management:** The solution included the implementation of Calabrio Quality Management, which enabled the recording and assessment of all agent calls for quality control purposes.

• **Calabrio ACD Integration:** Servion integrated Calabrio ACD with the WebEx Contact Center 2.0, which allowed

for automatic synchronization of users, teams, and call recordings.

- **Calabrio Data Explorer:** The Data Explorer component empowered the client with powerful dashboards and reporting capabilities, enabling them to access audio recordings, contact information, and evaluation forms in a unified interface without additional windows or excessive clicking.

- **SSO Integration:** The implementation of Single Sign-On (SSO) functionality provided users with a convenient and secure way to access the Calabrio system using their existing credentials

Benefits:

The deployment of Servion's cloud solution with Calabrio integration offered the client several significant benefits, including:

- **Comprehensive Call Capture:** The client recorded 100% of all calls.

- **Streamlined User Experience:** With the integration of Calabrio into their existing systems, users experienced a seamless and efficient workflow, eliminating the need to switch between different applications.

- **Sample Evaluation Forms:** The solution provided sample evaluation forms for Quality Management, making it easier for the client to assess agent performance and identify areas for improvement.

- **Improved Data Accessibility:** The Data Explorer component allowed clients to create customized dashboards and reports, empowering them with better insights into their call center operations.

- **Secure User Access:** The SSO integration enhanced security by leveraging the client's existing authentication system for accessing the Calabrio system.

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