

Make Better Decisions Faster. Harmonize Quality, Efficiency, and Productivity Improvements for Exceptional Results.

As the central point of interface with customers, the contact center can have a tremendous impact on the overall business success of any organization – particularly in the areas of revenue, costs, market intelligence and customer loyalty. **VPI EMPOWER** equips you with real-time knowledge and tools to drive continuous, proactive improvements across multiple operational dimensions in order to maximize the value of your customer interactions. **VPI EMPOWER** is a rich, business-centric set of tools that will make a significant impact on your bottom line – mitigating risk, streamlining and enhancing quality management and optimizing performance.

VPI EMPOWER combines and enhances the benefits of **VPI CAPTURE**, **VPI QUALITY PRO** and **VPI PERFORMANCE**. Individually, each solution is robust and powerful, but they are exponentially more valuable when integrated.



VPI CAPTURE™

- Centralized Voice and Screen Recording and Administration
- Easy Web-based Search and Analysis
- Ensure Compliance and Maximum Security with LDAP authentication, end-to-end Encryption, Watermarking and Audit Trail Reporting
- Flexible, Open Standards Software
- Unified Recording of VoIP and TDM environments

VPI QUALITY PRO™

- Analytics-Driven Selection of High-value Interactions for Evaluation, Powered by **VPI FACT FINDER™**
- Precision Quality Monitoring to Identify Issues and Opportunities for Improvement
- Targeted Coaching and Notifications
- Gain Actionable Insights with Dynamic Reports and Visualizations

VPI PERFORMANCE™

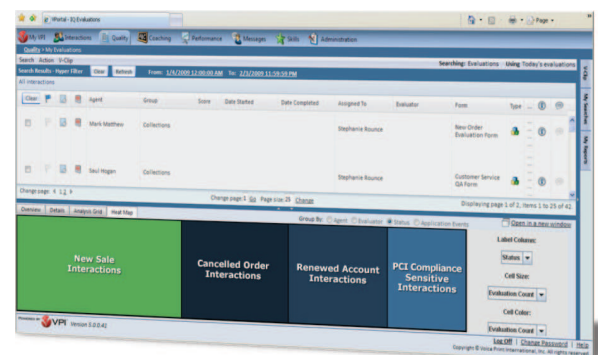
- Capture and Consolidate Telephony and Business Data from Multiple Sources
- Measure and Analyze Contact Center Performance
- Automate and Personalize Feedback and Training for Each Employee's Progress
- Optimize the Business Performance of Your Contact Center

VPI EMPOWER – The Integrated Solution for Proactive Workforce Optimization

VPI EMPOWER enables organizations to proactively improve the customer experience, change agent attitudes and behaviors to achieve performance goals, and identify and share valuable business intelligence throughout the enterprise. Consequently, organizations can successfully increase profitability, minimize risk, improve customer loyalty and create a sustainable competitive advantage.

The solution is proven to improve overall customer satisfaction and retention, operational effectiveness, accountability at all levels, first call resolution, sales conversion and dollars collected.

VPI EMPOWER will also significantly reduce call handle times, wasteful business operations and supervisor to agent ratios.



VPI EMPOWER, powered by VPI Fact Finder™, automatically tags and classifies high-value calls to quickly identify and solve business issues.

Exponential Value of VPI's Integrated Solutions

➤ Drive Performance with Actionable Information

Leverage your performance management desktop tickers and Web based dashboards to automatically display multi-level information customized for agents and management in real time, including performance statistics, out-of-range changes in key performance indicators, agent quality management scores, indications from screen and contact center analytics, and optionally also workforce management information such as schedule changes and reminders. Improve agent engagement, empower self-correction and continuous performance improvements by delivering coaching information to agent desktops focusing on improving group and individual quality and performance achievements, without needless interruptions to call handling process. Enable decision-making agility and accuracy by presenting management with multi-dimensional performance statistics and enable convenient data interaction for root cause analysis, via easy drill-downs from any information category to any level of detail- even down to playback of customer interaction recordings.

➤ Focus and Align Performance with Business Goals

Incorporate business goals in definition of key performance indicators. Supplement standard performance metrics with vital qualitative metrics – soft skills – in quality evaluation forms. Align goals of individual front-line employees and teams - communicate and coach employees towards the same performance objectives. Identify the events during customer interactions that relate to performance indicators with screen analytics – tag high-value interactions in the database of call and screen recordings. Provide periodic feedback on how actual performance compares to set objectives via desktop tickers – create the culture of accountability and transparency. Equip managers to more easily stay in touch with employee progress during every phase of goal completion, allowing immediate reinforcement of progress via coaching, notifications and alerts

➤ Improve Customer Service and Loyalty with Intelligent Quality Management

Focus your quality management efforts and efficiently utilize the scarce time of your supervisors and evaluators by selecting the most meaningful customer-agent interaction recordings for evaluations, based on specific company objectives – leveraging integrated applications. Evaluate based on real-time performance management notifications of increased or decreased up-sell performance, increased volume of cancelled orders or unwanted practices that lead to complaints, write-offs and lost customers – based on interaction recordings tagged by screen analytics, or risk of security or data privacy violations reported by security audit and PCI Compliance Capture Pack. Compare quality scores with key performance indicators to improve scripts, processes, and provide stronger, more relevant agent coaching.



➤ Maximize Employee Efficiency and Effectiveness

Leverage the agent coaching module of the performance management desktop ticker or Web Portal dashboard to display messages and coaching tips, and for launching course content. Maximize training efficiency and agent utilization rates. Align automated distribution of agent coaching content – assigned based on performance statistics from your performance management system - with workforce management schedules (optional integration).

“VPI’s product suite is a well architected, designed, and easy to use solution that can help managers optimize the performance of their contact centers. ”

- Donna Fluss, Analyst and Principal
DMG Consulting

Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development



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VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.

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