

Consilium UniQM™

Improve Performance, Agent Evaluation & IT Friendly

Quality Management Tool for IP Voice Recording, Liability Recording & Performance Management

About Consilium Software

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency.

The Consilium Advantage

Consilium uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. The Consilium team is comprised of management, advisers and delivery leaders who have significantly shaped the global contact center industry for the last 20 years.

For More Information

If you are interested in learning more about how Consilium UniQM™ can help you, please write to info@consiliuminc.com or visit www.consiliuminc.com.

Contact Us

Consilium Software's global corporate headquarters is located in Singapore, in the heart of the Asia-Pacific region, with significant presence in Greater China, India and Philippines.

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Consilium UniQM™ is a Quality Management tool which enables contact center supervisors to manage software-based IP voice recordings (also called logging) for quality assurance, liability recording and performance management functions. It is unique in that it allows search, retrieval and playback of agent voice recordings across multiple sites from a single, unified interface. UniQM™ search capability can be tailored to customer requirements, such as searching by the date and time of call, agent name, calling party number, final disposition of call, etc., and also customized to include scoring of agent performance.

Improve Performance

Monitor and improve quality and customer retention using a tool for search, retrieval and playback of agent voice recordings.

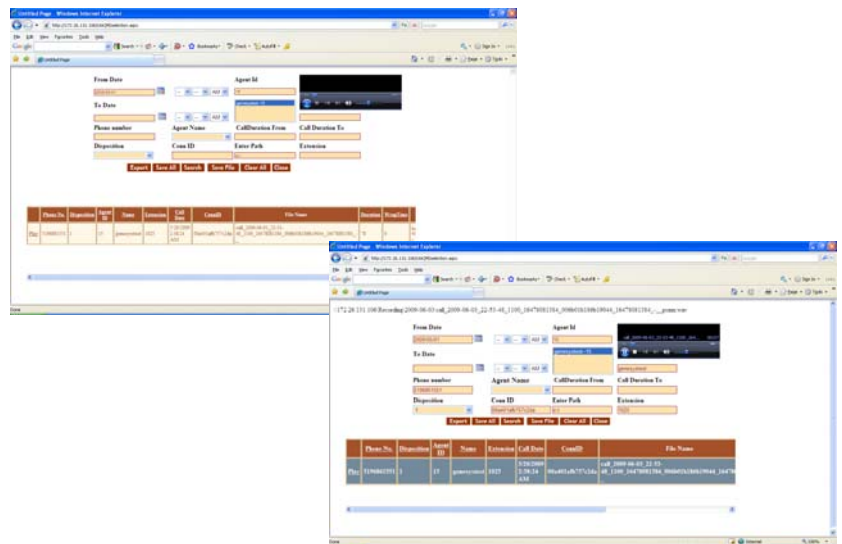
Agent Evaluation

Real-time monitoring, searching of archived recordings by specific fields, and scoring of agent performance using evaluation forms.

IT Friendly

Manage agent voice recordings across multiple sites from a single, unified interface. Recordings can be played back either connecting to shared network drive or FTP.

UniQM™ for Genesys CIM Suite



Benefits

- Cost-effectively comply with regulations & avert risk
- Sharpen focus on quality management & agent performance
- Provide insight for better and timely business decisions
- Open interfaces to meet contact center & enterprise objectives
- IT-friendly deployment model and user-friendly features