

CUSTOMER EXPERIENCE
COMPLIANCE ANALYTICS
HANDS CUSTOMER OPTIM
REAL TIME EXPERIENCE
OPTIMIZATION INSIGHT



PERFORMANCE OPTIM
SATISFACTION ANALYT
OPTIMIZATION QUALITY PE
AGENT ENGAGEMENT
COMPLIANCE QUALI
REAL TIME OPTIMIZAT
ENGAGEMENT PERFORM

Welcome

We learned very early on that if you want to be the best, you have to leave your customers fully satisfied. You have to work hard, go the extra distance, do things differently. And always, whatever you do, do it with pride and passion.

At ZOOM, we give contact centers of all sizes the tools to make better customer connections, but we can only do that if our own relationships are the best they can be. That's why we've made it our mission to lead by example, and continually aim to improve our tools and set new challenges for ourselves.

Let's start the journey together

T-Mobile®

MARKS &
SPENCER


SHANGRI-LA
HOTELS and RESORTS

 Cigna®

 Raiffeisen
BANK

 BNP PARIBAS



 ICICI Bank

 Rostelecom
More possibilities

 GAZPROM

 HOME
CREDIT

Nordea 

AmeriGas®

MURPHY
USA 

 SBERBANK

 РУСФИНАНС
БАНК
SOCIETE GENERALE GROUP

 Santander

 FINANSBANK



“The two applications enable me to make proper evaluations and develop agents’ professional skills. The agents realize they need to improve in many more areas by listening to their own calls. They can hear what I hear.”

Alex Soliman, Quality & Training
Shangri-la Hotel, Malaysia

More than 1,400 customers in 92 countries

“We are grateful to ZOOM International for the very professional work during the re-location of our data center. Everything was done in time and on a high professional level. We believe in keeping our good business relationship and are looking forward to the future cooperation with your company.”

Novitskiy Sergey, Deputy CIO
Home Credit & Finance Bank



“RusFinance selected ZOOM Call Recording together with Quality Management to expand operations with powerful recording and quality management to motivate our agents and optimize our staff resources.”

Anna Ivanova, Deputy Head of Analytics and Methodology
RusFinance

BUSINESS INTELLIGENCE FOR CONTACT CENTERS

Performance Analytics

Performance Analytics



You already have all the data you need. Now make them work for you! Connect all silos together to fully understand what is happening in your contact center.

How ZOOM Performance Analytics Works?



Extract

Connect to 60+ different data sources out of the box or any custom application you are using today. We will extract data from all these places and keep them up to date so you can start exploring.



Connect

Connecting the dots have never been easier. We provide you with a rich data model on day one and will connect to it all other sources. Now you have a great foundation to understand the big picture.



Discover

Visualize data, track trends and isolate problem areas with a comprehensive set of web dashboards and reports. Schedule daily e-mail reports and automate what you are doing manually today.

What makes us different?

UP AND RUNNING IN 24 H

This is not a typo - we mean this seriously. In 24 hours from your the moment you allow us to access your systems you will be looking at reports and dashboards loaded with your data addressing key business issues.

CONNECT TO ALL YOUR DATA

With vast data sources supported out of the box you will be able to integrate data from every application you are using today. One by one, at your own pace. Without any need to invest upfront costs into hardware, software or storage.

FROM CEO DOWN TO THE AGENT

Everyone in your organization will love using ZOOM Performance Analytics. From the CEO dashboard with just a few KPI's all the way down to individual agents that will compare their own performance to their peers. It is very addictive!

UNEXPECTED INSIGHTS

ZOOM Performance Analytics makes it easy to dig deep into the data to reveal hidden trends, new insights and answers to questions you haven't even thought to ask. And of course - customize anything and everything.

FAST, SECURE & SCALABLE

Due to the unique architecture of a powerfull business intelligence solution you can load as many data as you need to. And you will enjoy a fast and secure solution from the comfort of a web browser for both viewing and creating reports.

ALWAYS UP TO DATE

Provided as a Service, ZOOM Performance Analytics is always kept up to date. You will be pleased by our release cycle of every 2 weeks, discovering new reports, metrics and dashboards to run your business smarter.



COMPLIANCE FOR CONTACT CENTERS

Call Recording

Screen Capture

Live Monitoring

Call Recording



The contact center is a strategic connection point between you and your customers. Every conversation contains a wealth of data that is worth capturing.

How ZOOM Call Recording Works



Select

Select which calls to record based on your business requirements. Choose between total, random, business rules driven or on-demand recording.



Record

Give your customer interactions context. Record conversations augmented by business data from your contact center platform and CRM system.



Replay

Quickly search, find, replay and share recorded conversations. All in a secure environment that fully respects your privacy and data access policies.

What makes us different?

MULTI-LOCATION

While recording calls in multiple branch offices or contact center locations you will benefit from a centrally managed system that synchronizes all the interactions into one central place.

HIGH AVAILABILITY

Ensure 100% reliability in critical environments. Maintain redundancy utilizing our unique high availability design to make sure no single call is missed.

CONTACT CENTER INTEGRATION

Gain deeper understanding of the recorded calls thanks to integration with contact center platforms such as Cisco UCCE & UCCX, Genesys and Avaya.

SECURITY

Secure your data from unauthorized access by enabling data encryption. Leverage audit trails and automatic pause and resume functionality to record only what you are allowed to.

COMPLIANCE

Maintain regulatory and compliance requirements that conform with PCI DSS, HIPAA, FDCPA, Sarbanes-Oxley (SOX), Telemarketing Sales Rules (TSR) and the Securities Exchange Act.

MEDIA LIFECYCLE MANAGEMENT

Define specific retention policies based on the business data attached to each interaction in order to ensure compliance and to optimize storage space.

“Stable,
premium quality
product,
professional
support and
excellent
integration with
Cisco products.”

Marcel Imrich
System Engineer
Dimension Data



Screen Capture



Simply listening to agent conversations without actually seeing what they see will never provide you with a complete understanding of their performance.

How ZOOM Screen Capture Works



Capture

Capture agent screens from the beginning of the conversation until the end of 'wrap up' time in order to obtain a complete understanding of the entire interaction with the customer.



Analyze

Explore conversations by listening to voice recordings and viewing agent screens. Identify key issues related to your workflow and training processes.



Improve

Identify best practices, help train employees, improve effectiveness in usage of new applications while identifying business process errors, as well as inappropriate or unproductive activities.



What makes us different?

FLEXIBILITY

Define flexible recording rules to capture only what you need. Configure the quality of screen recordings to meet your network, storage and business needs.

STORAGE MANAGEMENT

Manage your storage rules for call and screen captures separately. Delete screen captures while retaining recorded calls for compliance purposes.

ENCRYPTION AND SECURITY

Recorded screens are encrypted as needed to meet PCI DSS compliance requirements or to ensure high standards of customer data protection.

FRAUD PROTECTION

Screen recording is often a way of identifying outstanding performance but it can also capture unauthorized activity and fraudulent behavior.

HOME WORKERS

Screen capture ensures even remote or at-home workers receive the same standard of training and coaching as the rest of the organization.

PROTECTION OF SENSITIVE DATA

Automated Pause and Resume functionality blacks out the screen so no sensitive data is visible on agents' desktops to ensure compliance with legal obligations.

Live Monitoring



For agent improvement, timely feedback is critical. Listen to agents' calls and monitor their screens in real time in order to provide effective coaching.

How ZOOM Live Monitoring Works



React

When the unexpected happens, you can monitor or record calls outside of your planned recording routine. It doesn't matter where the call is happening – in the C-Suite, the contact center, remote office or home.



Record

Executives can use a simple on-demand function to record a specific call on a phone that is not normally recorded. In the contact center, the supervisor can click on an agent to monitor, record and evaluate the audio stream and the live view of the agent desktop.



Review

On-demand recordings are stored securely and can only be reviewed by authorized staff. But all other Live Monitoring recordings can be flagged, commented and marked for future review in ZOOM Quality Management or set as an example in the ZOOM E-learning library.

What makes us different?

ON-DEMAND

Turn on call recording in the middle of the conversation based on what you hear and still save the entire call from its beginning for future analysis.

DECENTRALIZED

Built to perform in large enterprises and multi-site deployments, you can monitor agents in different locations including agents working from home.

PERMISSIONS

Ensure that supervisors and team leaders can view calls only within their assigned range while call center managers have full access.

FLAGGING

Directly flag and comment any calls on the fly. Leverage this data for other quality processes and triggers within the ZOOM QM Suite.

BUSINESS DATA OVERVIEW

Customize how business data related to the calls are displayed on your screen, including information from the contact center platform and CRM.

FULLY CUSTOMIZABLE

Select the quality, scaling and frames per seconds to optimize bandwidth and storage requirements for the recorded screens



"We managed to increase FCR in several groups of calls. In some of them, the increase was up to 18%. In total, we increased FCR by 1.5%-1.7% after implementing ZOOM Speech Analytics. FCR is a very important KPI for us and we considered this increase to be a good result... We plan to continue to improve"

Igor Buranov
Head of Distant Services Department
Rostelecom



PERFECTING CUSTOMER EXPERIENCE

Quality Management
Voice of The Customer
E-learning and Coaching

Quality Management



Authentic communication means happier customers.

Give your agents what they need to ensure customers get what they want.

How ZOOM Quality Management Works



Schedule

Automate your quality assurance process by scheduling work for team leaders to evaluate a given number of interactions based on specific criteria, including business data.



Evaluate

Accurately measure agent performance based on standardized, predefined scorecards, which are distributed to your team leaders. Set deadlines and check progress.



Empower

Determine strong and weak performers. Compare skills, agent or groups. Use trend reports and graphs to identify individual agent and team progress improvements.

What makes us different?

CALIBRATION PROCESS

Create fairness and consistency in agent evaluations by comparing agent scores from various evaluators. Set standards and measure standard deviation to ensure that all your team leaders are calibrated.

SELF-EVALUATION

Improve agent involvement in quality processes and allow agents to evaluate themselves too! Agents can compare how they are scored in comparison to their own assessment. This is a very powerful coaching tool.

CUSTOMER FEEDBACK

Listen to the real voice of the customer in post call surveys and analyze the results in connection to agent performance. See what interactions are scored the worst or best by your clients in order to learn from them.

ANALYTICS-DRIVEN

Make sure you are evaluating the right calls. Leverage ZOOM Speech Analytics and select calls based on business objectives to ensure compliance, script adherence and detect customer churn.

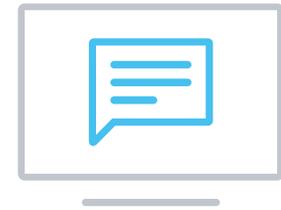
TARGETED TRAINING

Provide feedback to agents together with study materials in order to improve their score. Two-way feedback is incorporated into every aspect of the evaluation process including complete feedback history.

RICH REPORTING

See the results visualized in out-of-the box dashboards, reports and drill-down graphs. Identify agent strengths and weaknesses and track their historical improvement. Export data to MS Excel for further analysis.

Voice of The Customer



Feedback is the breakfast of champions.

Learn how your customers really feel about the service they have just experienced.

How Voice of the Customer Works



Create

Create surveys in an easy to use web-based editor. Ask one or more questions. Provide the option to leave a voice message. All this without having to ask your IT department for assistance.



Collect

Invite customers to provide feedback about their experience once the conversation is complete. Compare how your supervisors and customers perceive the work of your agents.



Understand

Track your customers' satisfaction over time and get a detailed understanding of what makes them feel great. There is no better path to success than turning your customers into your promoters.

What makes us different?

PERFECT TIMING

Capture the voice of the customer just seconds after they experienced your service or schedule a callback in 48 hours. It is up to you how you want to collect your assessments.

CUSTOMIZED SURVEYS

Ask as many questions as you want. Mix open and closed questions and let customers answer with a combination of DTMF tones and voice messages.

UNEXPECTED INSIGHTS

Finish your survey questions by asking customers for any other feedback. You will be surprised by what you will gain: competitive insights, endorsements or answers to questions you hadn't thought to ask.

EFFICIENT CORRELATION

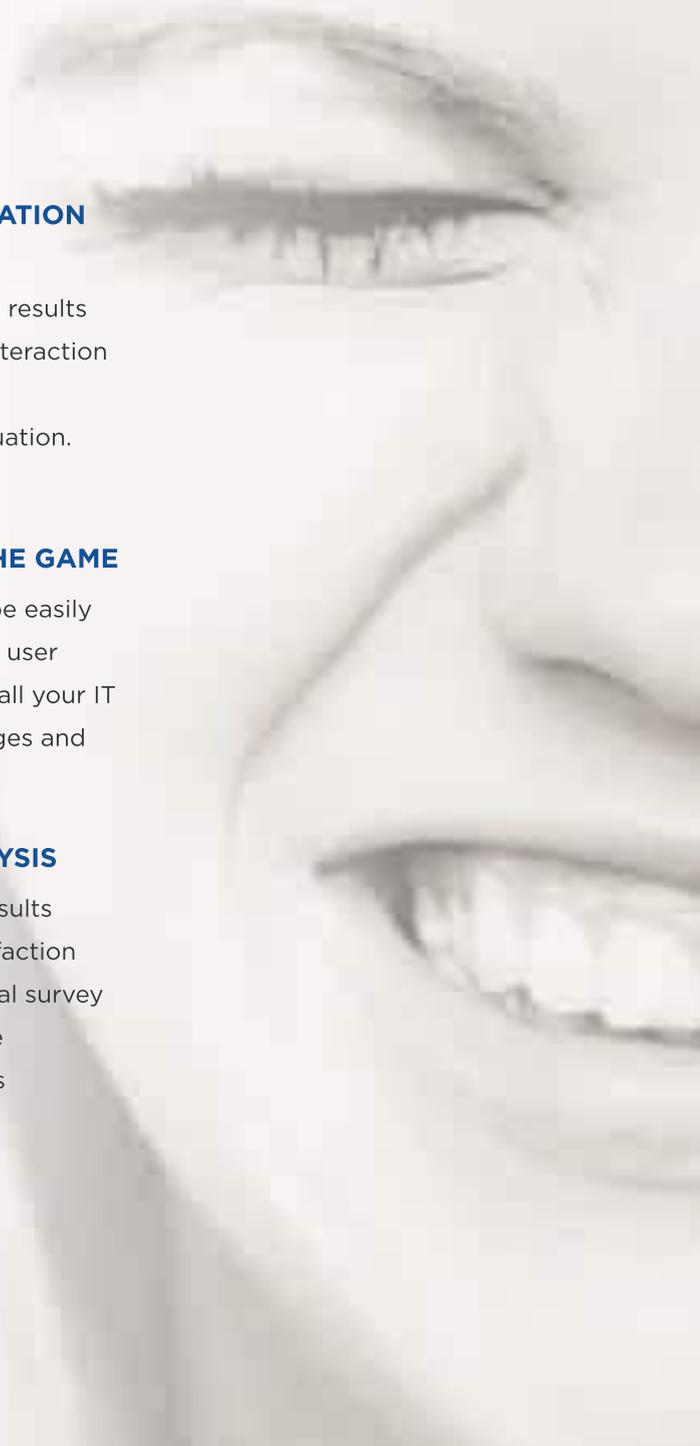
Link immediate voice of the customer survey results to the specific agent interaction for improved quality management and evaluation.

BUSINESS OWNS THE GAME

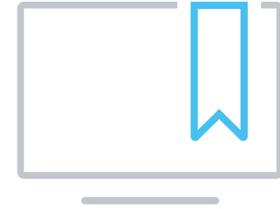
Survey questions can be easily modified in an intuitive user interface. No need to call your IT for configuration changes and adjustments. Really!

ROOT CAUSE ANALYSIS

Compare the survey results against customer satisfaction scores. Drill to individual survey question for root cause to address agent needs for improvement.



E-learning and Coaching



Customer experience starts with employee expertise. Use targeted training and coaching to boost agent performance and enhance customer satisfaction.

How E-learning & Coaching Works



Create

Create simple instructions for your agents and use the existing knowledge base or any digital content that can be referenced by a unique link. Include sample calls with screen recordings as learning material.



Distribute

Distribute training packs to a single agent, selected teams, or the entire business unit. E-learning package can also be delivered to remote and home based agents.



Measure

Agents always complete a custom quiz after training in order to measure knowledge acquisition. You can track their progress and measure the effectiveness of the training on future calls.

What makes us different?

LEVERAGE EXISTING CONTENT

No need to start from the scratch. Work directly with your existing library of training materials, including documents, presentations, video and any web-based courseware.

INTEGRATED SOLUTION

As part of the ZOOM Quality Management user interface, training is delivered straight to agent's desktop as well as to agents working remotely.

100% SELF-SERVICE

Agents can consume content at their own pace to keep up-to-date on product and service offerings, legal issues or other hot topics. This will polish their key skills and encourage further development.

ADD REAL-LIFE EXAMPLES

Show your agents what it takes to be the best! Accelerate the learning process by providing agents with best-practice call and screen recordings that benchmark your top performing agents.

PERSONAL TRAINING PLAN

Push content to agents, check their progress and see how they do against deadlines. Consider training complete only if agents pass the quiz or test.

MEASURE WHAT MATTERS

Measure agent performance and gain insight into the progress of skills training or knowledge acquisition via unified reporting. Follow-up with individual coaching.

INSIGHT AND AUTOMATION

Speech Analytics
Workforce Management

Speech Analytics



Only about 1% of all calls are ever listened to in a random quality assurance evaluation process.

What insight can you gain from the other 99%?

How ZOOM Speech Analytics Works



Get Started

Start mining your calls for valuable insight from day one. Our consultants will have you up and running in a matter of days and will help to define what to look for based on your vertical market and business needs.



Analyze

Quickly find occurrences of customer churn, non-compliant calls and market trends to monitor. Drill down, listen to calls & gather an overview from detailed reporting that helps reveal the root cause.



Discover

The insights from speech analytics alone are rarely enough. By connecting with your contact center data you can uncover unique trends and address complex business issues.

What makes us different?

SPEED & ACCURACY

Based on ZOOM's state of the art R&D in deep learning and neural networks we are proud to present a blazingly fast and highly accurate speech engine that processes your audio calls with minimal hardware footprint.

LET US HELP YOU GET STARTED

With every project we assign you an experienced consultant who guides you through the process of how to leverage the technology for your particular market or for business pain that you want to address.

EASE OF USE

Designed for use in the contact center, no specific analytical skills are required. The user interface is clean, fast and intuitive so getting insight from what your customers are saying is easy and straightforward.

INTEGRATED SOLUTION

As part of the ZOOM Quality Management user interface the Speech Analytics solution is blended into your quality assurance process with cross functional workflows and rich reporting capabilities.

EMOTION DETECTION

Analysis of cross-talk and silences in conversations provides actionable insight into emotionally charged or problematic calls, especially when combined with other call parameters or contact center data.

100% ZOOM'S TECHNOLOGY

ZOOM Speech Analytics is powered by a proprietary engine, developed and maintained in-house. This gives us the freedom to design without compromise and ensures no reliance on 3rd party suppliers for our core technology.



"We are very pleased to receive the award for the ZOOM's Speech Analytics solution. The approach of blending the content and context analytics together is extremely powerful and offers our customers more accurately identify problematic calls, verify compliance or uncover new sales opportunities from conversations."

Šimon Vostrý
Founder & CEO
ZOOM International

Workforce Management



Remove the guesswork from your contact center planning by carefully balancing engaged agents and efficient operations.

How ZOOM Workforce Management Works



Forecast

Take full control of your shift planning. Know what to expect and avoid unexpected surprises. Forecast for multi-skill, multi-site, multi-channel, for any interval, including trend and seasonal analysis.



Schedule

Staff costs are the single biggest expense in most contact centers. So it pays to bring together business needs, agent preferences and scheduling rules to produce the best possible schedules.



Manage

Put real-time data at your team leaders' fingertips. Manage intraday situations and stay in control of the day. Adjust schedules on-the-fly based on agent status and fluctuations in call volumes.

What makes us different?

AGENT EMPOWERMENT

Let agents manage their own time and allow them to choose when they would like to work. Build the right schedule for both business and employees from the start.

REPORTING

Manage performance with extensive schedule adherence reporting and drill-down graphs. Quickly access agent scorecards for various KPIs, such as absenteeism, schedule adherence and productivity.

WHAT IF SCENARIO

Test the impact on service levels that would result from scheduling scenarios such as unusual sickness levels, changed opening hours, training schedules, product launches or ad campaigns.

REAL-TIME ADHERENCE

Intraday reporting and real-time schedule editing allows you to monitor agent adherence and use drag-and-drop capability to adjust schedules based on real-time agent status.

WHEREVER YOU ARE

Available for your smartphone and tablet through web based tools. For managers and employees who need access to the right information regardless of when and where they are.

GAMIFICATION

Motivate your employees and reward achievement against targets. Agents will engage in a game-like competition that boosts motivation and rewards high performance.



Training

A successful ZOOM experience begins with a solid foundation. ZOOM Learning Center offers courses designed to give businesses and technical users the skills they need to work productively from the start. You will develop a strong ZOOM skill set to drive results faster and get the most out of the product.

Get hands-on experience through webinars, public classrooms or self-paced online training.



Consulting

Whether you are just getting started with ZOOM software, require targeted support, or wish to improve your contact center and back office performance, ZOOM's consulting services will help you get there. We can work over the webex, or come to your office in order to really dive in and provide solutions for the challenges your business is facing.

- **Optimize contact center performance**
- **Monitor, manage and change agent behaviors**
- **Improve KPIs such as AHT, FCR and compliance**
- **Reduce operational costs and improve agent efficiency**
- **Boost customer satisfaction and loyalty**

Support

Don't let a challenge slow you down. Know that when faced with a new challenge you have the option of contacting our highly-skilled, multi-lingual Customer Care team 24/7. Extended support options allow you to tailor the level of support you require to fit the unique needs of your organization.

ZOOM is proud to be the only workforce optimization vendor in the **DMG WFO Product and Market Report for 2014/2015** to receive a perfect score of 5.0 (completely satisfied) from all customer references in all 10 satisfaction categories. Including service, support and training.

Discover more

Resources



Blog



Demo



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Franklin USA

London United Kingdom

Istanbul Turkey

Dubai UAE

Moscow Russia

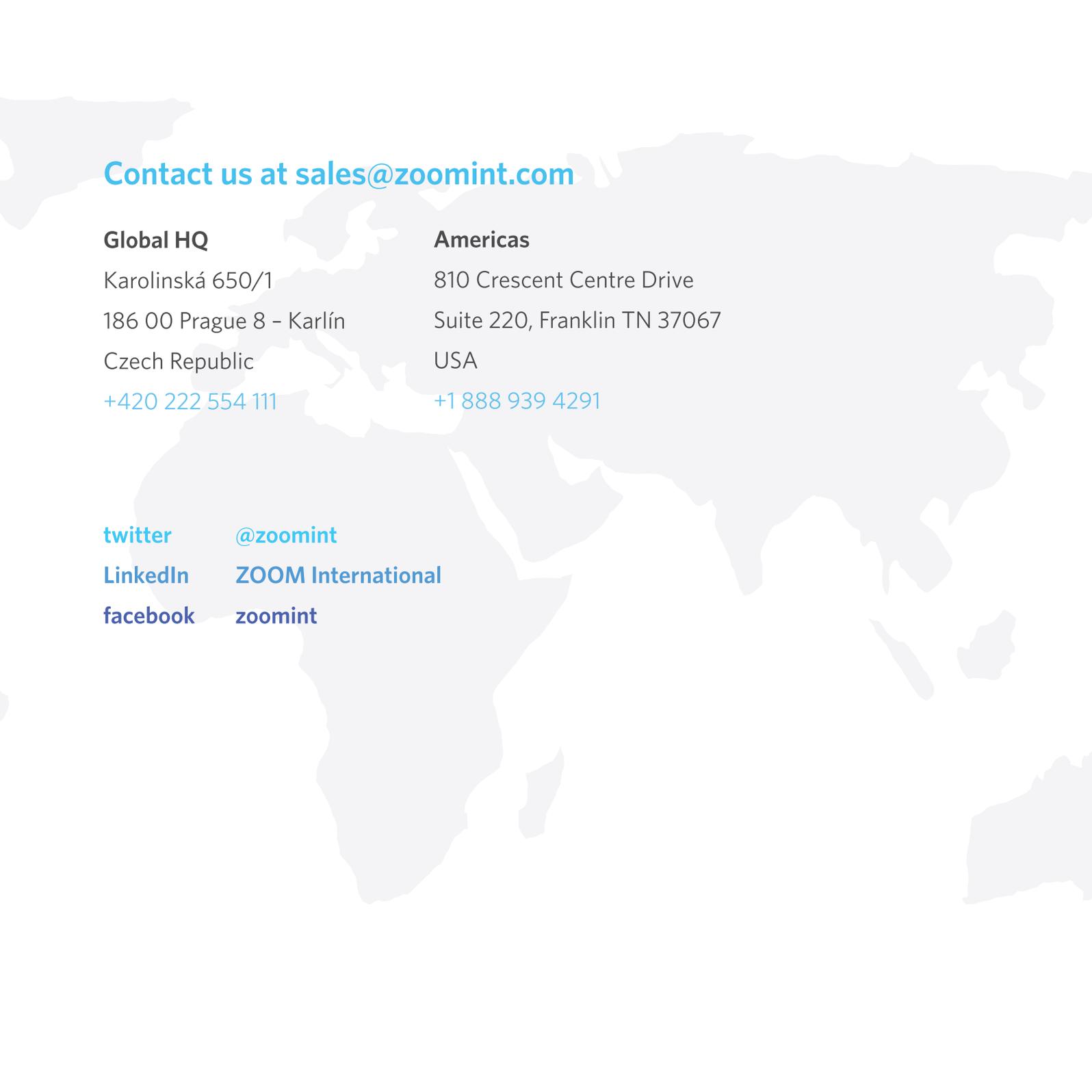
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Chiang Mai Thailand

Johannesburg South Africa





Contact us at sales@zoomint.com

Global HQ

Karolinská 650/1
186 00 Prague 8 - Karlín
Czech Republic
[+420 222 554 111](tel:+420222554111)

Americas

810 Crescent Centre Drive
Suite 220, Franklin TN 37067
USA
[+1 888 939 4291](tel:+18889394291)

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