

OPENTEXT

Qfiniti Observe certified with OmniPCX Enterprise™

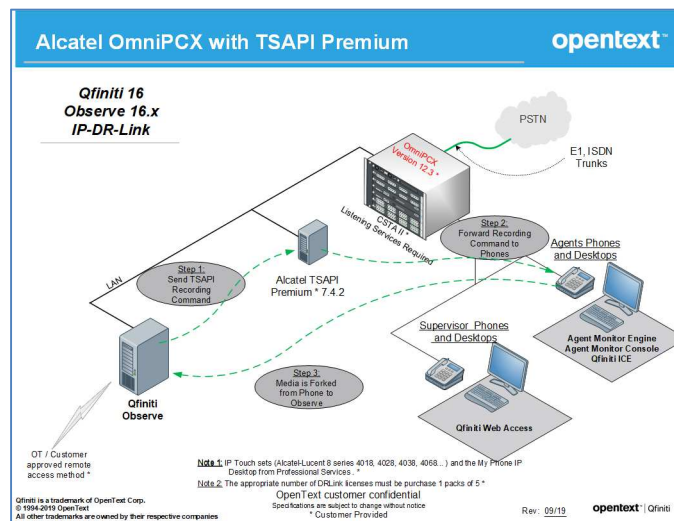
OPENTEXT™

OpenText Qfiniti is an integrated, modular workforce optimization (WFO) solution designed to improve enterprise contact centre voice/screen recording, workforce management, quality monitoring, process automation, coaching, eLearning, and surveying. OpenText Explore delivers multichannel Voice of Customer, desktop and call scoring analytics, consolidating all agent and customer behaviour to identify patterns and emerging trends.

Integration Overview:

WFO has many benefits including;

- **Improving Operational efficiency** – by tying structured contact center data like talk time, transfers or holds to the human communication (unstructured content of the call), managers can target training and coaching to reduce talk, holds and transfers.
- **Driving interaction effectiveness** – by understanding what the customer is talking about when they interact with the contact center, managers can improve the interaction by providing better product and services related to specific call types being handled by the agents.
- **Providing improved customer service** – Understanding the Voice-of-the-Customer along with quality monitoring is imperative to providing superior customer service.
- Finally, WFO can **reduce the cost of ownership** of these systems by utilizing an “integrated” suite of products that combines features and functions into a single user interface and by combining data into a ‘single’ database



Integration Details:

Qfiniti Observe offers flexible deployment configurations for full-time or random recording solutions, reducing support costs and simplifying monitoring management.

Deployment configurations include:

- **SIP Trunk full-time recording:** Capture all calls that flow through your SIP Trunks with integration using a SIPREC recording interface to the enterprise Session Border Controller (SBC)
- **Passive TDM or VoIP full-time recording:** Capture all calls from the customer's or agent's perspective with recording taps that are connected directly to the trunks, phone lines, or the IP network connected to the switch
- **Random or selective recording:** Randomly record calls for quality and coaching purposes through various call recording interfaces
- **On-demand or business rules recording:** Capture recordings based on events or business rules for sales verification or application monitoring through various call recording interfaces
- **Active call recording:** Use the switch manufacturer's proprietary call recording interface for random, on-demand, or full-time recording needs
- **Screen recording:** Capture random or full-time recording of the user's desktop with screen recordings that are synchronized with the related voice portion of the interaction at playback.
- **Live monitor:** Listen to and watch an agent while he or she is on a customer call.

Technical Details:

Environment

Partner	ALE
<ul style="list-style-type: none"> • Qfiniti Observe 16.6 	<ul style="list-style-type: none"> • OmniPCX EnterpriseR12.3™ • TSAPI 7.4.2

Supported APIs/Protocols

- IP DR-LINK

For technical support, contact:
<http://support.opentext.com>

OpenText WFO Software
Shawn Nagase
15725 Dallas Parkway, Suite 400
Addison TX 75001
Phone:+1 972 643 3179

<https://www.opentext.com>



Company Overview:

OpenText WFO Software serves enterprise contact centres as part of the OpenText CEM solution set, which is uniquely designed to facilitate the relationship between an organization and its customers. OpenText CEM creates brand loyalty by addressing better engagement, insight and innovation for employees, partners and customers across multichannel customer interactions.

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