



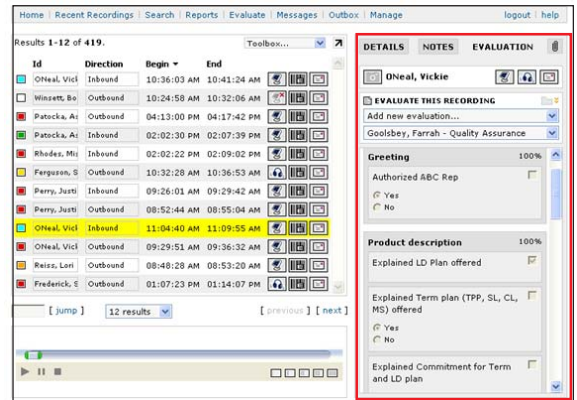
OnviCord Excella

Improving Performance and Efficiency with Quality Assurance

Training based
Onvicord Excella
customizable evaluation
results in greater
efficiency,
improved agent
performance
and ultimately
increased customer
satisfaction.

Create unlimited custom evaluation templates with *OnviCord Excella* to easily review calls and score agent performance. These reusable templates can contain an unlimited number of user-defined questions.

A split screen appears on a search results page allowing supervisors to listen to recordings and view video (where applicable) while simultaneously working through a scoring template.



Scores can be numerical values, Yes/No answers and single or multiple responses chosen from a default set or defined by the user. *OnviCord Excella* automatically tallies a final score based on a target score for pass/fail criteria. Scoring values are customizable and can vary for each template created.

To further automate the evaluation process, *OnviCord Excella* uses rules-based call selection to capture an unbiased, random sample of calls per agent. These selections are batched in the form of a search results page for scheduled evaluation by supervisors on a daily, weekly or monthly basis.

Notes can be incorporated into evaluations to address performance issues. With this feature, supervisors can recognize an agent's successes and coach toward improvement in their areas of weakness.

Evaluation results can be emailed from the split screen to each agent with or without the associated recordings for their own review. Single or multiple evaluation templates can be printed in report form to view average score by category, average overall score by week, average recordings per hour and more.

About OnviSource

OnviSource offer highly affordable, fully integrated product solutions, hosted application services, and award-winning business outsourcing services in sales, marketing, customer service and support. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.