



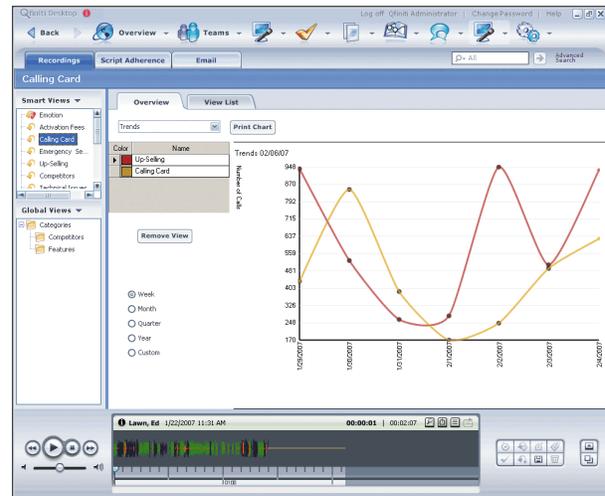
Beyond traditional call recording, today's contact centers contain volumes of information that must be captured, processed, and distributed on a daily basis. An overwhelming percentage of this valuable information - audio recordings, documents, web pages, and emails - is unstructured and cannot be managed efficiently. Qfiniti™ Explore™ reigns in unstructured information so that companies can finally organize, categorize, and access all of their contact center information, not just the information that fits neatly into fixed databases. By automating data mining processes, Explore provides instant, valuable information about service, satisfaction, and agent performance, extending customer insight to the entire business.

Qfiniti Explore:

- Analyzes customer interactions across multiple communication channels and languages
- Searches and retrieves interactions based on their conceptual and contextual meaning
- Uncovers customer, operational, and performance-related trends and issues
- Identifies and understands specific customer attitudes and behaviors

## Multi-Channel Interaction Analysis

Qfiniti Explore forms a conceptual understanding of all customer interactions that take place in the contact center—whether they are voice, chat, or email based. Utilizing the Intelligent Data Operating Layer (IDOL) and unique pattern-matching techniques, Explore understands the concepts in any interaction to automatically categorize and organize data for easy retrieval. The efficiency of the IDOL engine ensures that Explore delivers value across large volumes of customer interactions within an enterprise, helping to understand the customer across multiple globally distributed contact centers.



## Intelligent Searching

Explore's intuitive searching capabilities provide users with numerous options and advanced results for a more detailed view of the interaction. Smart Views allow a user to create search criteria that can be saved for repeated use and easily updated. These can also be "trained" to search for specific types of interactions and alert users as new content is available, providing instant access to customer issues or coaching opportunities. Users can also refine the search by date, time, group, email sender, subject and other telephony data. While viewing results, Explore provides additional detail such as automated word stemming, call category cluster diagrams and query guidance to enable users to access recordings and emails that are conceptually related to the original search.

- Word or Phrase Spotting
- Automatic Categorization
- Stemming
- Clustering
- Automated Query Guidance
- Smart Views
- Trained Searches
- Metadata Searches

## Trend Spotting and Real-Time Notification

By automatically categorizing and organizing data based on related concepts, Qfiniti Explore provides an immediate pulse on hot customer issues. Explore automatically identifies calls or emails and instantly notifies supervisors of their availability, highlighting topics that may not otherwise be known. In addition, Explore automatically displays a visual chart of trends that occur based on defined Smart Views. This functionality allows Explore to uncover customer, operational, and performance issues for proactive improvement.

## Voice Processing

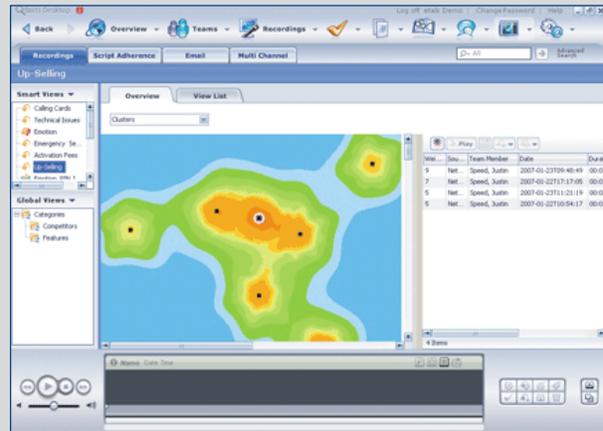
Through an advanced voice processing engine, Qfiniti Explore intelligently processes every recorded voice transaction, as well as every element within those recordings, making that information easily searchable with unprecedented accuracy and speed. Explore executes an ingestion process that retrieves, analyzes, transcribes, and indexes recordings to allow word/phrase-based searches, conceptual searches, and script adherence matches. Explore converts recorded conversations into data, but adds more depth by adding a language model that supplements the results – overcoming complicated homophone recognition and reducing false positives. This enables Explore to have a greater level of accuracy and accommodate your growing business needs.

## Sentiment Analysis

A SmartView or GlobalView search can also be refined by detecting sentiment on the customer or agent side of the conversation. During playback, Explore marks each speaker with a different color and automatically marks the areas that contain cross-talk and heightened emotion during conversation. This combination of speaker separation, cross-talk identification, and emotion detection allows organizations to quickly identify and understand specific customer attitudes.

## Agent Script Adherence

Qfiniti Explore can compare agent interactions to a recommended script and notify users of any deviations. The Script Views module identifies results that do not contain the queried script, providing immediate insight to agent performance.



## Part of the Qfiniti Enterprise Solution

Qfiniti Enterprise delivers a unified, centrally managed platform for multi-channel interaction analysis, real-time agent support, and contact center performance management. By automatically delivering relevant and accessible customer intelligence to the organization, this solution enables businesses to understand the meaning of customer interactions and deliver outstanding customer service across the globe.

### Qfiniti Observe

- Call and desktop recording for quality/compliance

### Qfiniti Explore

- Automated customer communication analysis

### Qfiniti Assist

- Automatic information assistance

### Qfiniti Survey

- Integrated customer satisfaction survey

### Qfiniti Advise

- Scoring and measurement for evaluation

### Qfiniti Expert

- On-line agent coaching and training



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