



TantaComm Quality Monitoring Solutions

DARTQA

TantaComm's Quality Monitoring solution includes powerful, sophisticated, easy-to-use tools that allow you to manage and improve performance of your employees across your enterprise.

How your employees, dispatchers, brokers, or phone agents interact with customers, callers, and the general public shapes how your organization is perceived. That is why businesses who are, or want to be, successful invest in quality monitoring. TantaComm's DartQA is a web based solution that allows you to easily and reliably capture and evaluate voice, or voice and data, employee/customer interactions throughout your enterprise in TDM, IP or blended telephony environments. DartQA allows you to learn from your employee/customer interactions, share the data, take action, and manage performance quality from anywhere in the world. You will be able to make better decisions faster to improve the level of quality throughout your organization, and impact your organizations image across the globe. As a result you can maximize revenue, control costs, and increase customer satisfaction, while maintaining a lower total cost of ownership than any other solution on the market today.

DartQA – A Powerful Performance Monitoring and Improvement Solution

Building on TantaComm's incredibly successful and versatile recording platform, DartQA provides powerful functionality that brings Quality Monitoring, Interaction Recording, Performance Management, and Enterprise Reporting capabilities together in a flexible, easy-to-use solution. DartQA can be molded to the way you do business today instead of having to change the way you do business to fit the solution.

DartQA gives the user a powerful set of functionality that can help contact centers and businesses of all sizes improve agent/employee performance and customer satisfaction, including:

- 1. Interaction capture** – Facilitates the recording of synchronized voice and data of customer/employee interactions using a wide range of user specified capture criteria and Random, Selective, Scheduled, or Record-All-Calls modes. These interactions allow organizations to monitor quality, manage performance, trend behaviors, and improve customer satisfaction from their customer interactions.
- 2. Intelligent presentation of interactions for evaluation** — 95%-98% of the calls presented to the user are ideal candidates for evaluation based on the user specified capture criteria. This eliminates the need to preview the recording prior to evaluating it. Evaluators can complete more evaluations in less time and improve employee performance faster. Interactions can be presented easily by schedule, employee, product/service, date/time, locations recorded, disposition code, phone number, and more.
- 3. Easily customizable evaluation forms** — Allows users to rapidly design custom evaluation forms for all of your client and business needs. Forms are constructed of user defined Category/Criteria combination and can blend a wide range of Criteria types (i.e. Yes/No, Calibration, Auto-Fail, Min Requirements, Bonus, etc). Evaluation forms use IntelliVer™ technology and are living documents without having to worry about version control or when forms changed. Evaluation forms incorporate free-form comments, preset behavior notes, reference numbers/codes, call reason, evaluation type and more giving a 360° evaluation of the call to understand trends, spot potential performance and process problems, and proactively address them.



4. **Performance management** — Provides the right information to the right people in the organization at the right time, creating insights that can be used to improve performance management. Employees, Supervisors, Managers, Management, and Clients can easily view quality scores, listen to recorded interactions, and review evaluations they are entitled to access, from their desktops for a better understanding of how to improve performance. This enables them to identify agent skill gaps and provide targeted coaching, pinpoint and address process inefficiencies.

5. **Comprehensive reporting** — Empowers users to compare the performance of any set of employees or departments to understand trends, spot quality issues or potential performance and process problems, identify the root cause, and take highly targeted corrective actions proactively. A set of 60+ analytical reports and our powerful reporting engine, allow supervisors and managers to select parameters that provide hundreds of customized views of the data from across the enterprise. This allows users to be able to see the data the way they need to see it to meet their business objectives. All reports can be exported to PDF and other formats for easy distribution.

6. **Centralized application administration** — Streamlines the administration of users, employees, evaluation forms, permissions, and application settings across your enterprise. Organizational DartQA Administrators can be located anywhere, centrally or remotely, in the world to administer forms and permissions and assist users more efficiently around the clock during normal working hours. This allows for a more cost effect administration of the application and lower total cost of ownership. The installation and set-up of DartMON remote telephone monitoring software is relatively simple and straightforward. Once the program is loaded, the user will go to the admin section, an example of which is illustrated below.

By using DartQA organizations of all sizes can gain a single view of their business, improve efficiency, effectiveness and quality of service, and better align their objectives with the enterprise. Among a range of key business benefits, organizations are able to share best practices, gather competitive intelligence, better up-sell and cross-sell, improve first call resolution, adjust business processes and understand how to deliver a superior customer experience that builds customer loyalty and boosts customer value.

For more information, contact sales at 800-444-8522.