



AudioWatch

**Is your team ready to take the step up to even greater productivity, efficiency and quality?
AudioWatch is here now and can help your team achieve their goals sooner than you think.**

AudioWatch is a revolutionary, cost effective, breakthrough training technology for call centres. A **Windows based** telephone-recording tool that captures agent conversations so that coaches can review customer service standards objectively one-to-one with each agent.

Many thousands of calls pour into call centres every month. In most cases, the level of service provided by those companies is determined by the "relationship" created by the agent and the caller. Managers of these busy call centres come under increasing pressure to attain levels of sales and customer service standards in a profitable and favourable light. Using a simple Scheduler Module, the call centre manager can schedule agents to be monitored at pre-determined times, and to have their conversations recorded to **AudioWatch's** hard drive. Call centre managers and supervisors can work normal duties, safe in the knowledge that **AudioWatch** is capturing little slices in time of their customer service interaction.

AudioWatch can be used in conjunction with AW-Evaluation, Call Assessment and Coaching module, to provide objective evaluation, focused coaching, reinforcement of training and ongoing quality improvement.

AudioWatch captures exact reproductions of what transpired on each selected & scheduled call, and allows instant retrieval of any call directly from the hard disk for a specified length of time, depending on recording schedules. The system is capable of recording multiple, simultaneous conversations and in simultaneous environments, additional storage is provided by a clients' archive storage medium of choice, eg larger hard drives, Zip, Jaz, CD, or Optical Disk.



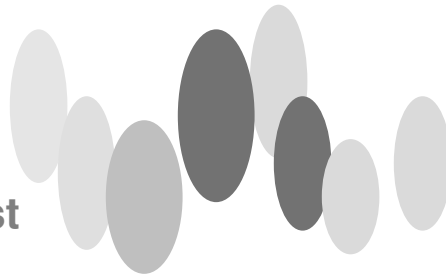
AudioWatch
can harness the
power of voice
at the desktop!

The method of recording allows for some exciting multimedia possibilities - you can move a voice clip by 'click & drag' to another folder, redirect the conversation across your LAN or even attach the clip to an e-MAIL and send it anywhere in the world to any computer equipped with Windows and a sound card.

The voice clips are very portable .WAV files and to protect this situation multi-level passwords are utilised for restricted access. In addition, the voice clips can be replayed to any telephone or headset connected to the PABX and this allows confidentiality while reviewing and the ability to replay calls directly & privately to the agent who spoke to a caller or can even allow a marketing consultant or senior executive access to personally review what is going on with a current campaign in the call centre. It provides objective evidence for executives to act on a necessary change in the company's policies, in a particular situation and may simply make the business easier to manage.

Call Centre technology that works as hard and as fast as your team does!

- **No matter how many**
- **agents you wish to record,**
- **AudioWatch is on the job 24 hrs**
- **a day, working as hard and as fast**
- **as your team does...**



The selective recording capability means **AudioWatch** can meet the busiest call centre requirements. **AudioWatch** works silently in the background ensuring you of an up-to-date library of individual agent calls when you need them.

AudioWatch's optional "record on demand" feature enables agents to initiate recording from the desktop. This one click facility will enable malicious and difficult calls to be recorded and subsequently reviewed. Additionally, Team Leaders are able to use this facility to initiate recording of the extension of any of their team

AudioWatch supports call recording on a wide range of PABXs, utilising a number of different integration techniques including; direct extension connection, CSTA (Computer Supported Telephony Applications) and customized plug-ins.



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