



# AMETHYST 1.6

## CALL RECORDER SUPERVISOR

### MANUAL



**DATATEX  
DYNAMICS**

*Transcending Telephony Solutions*

## TABLE OF CONTENTS

## PAGE

### [INTRODUCTION](#)

[4](#)

### [FEATURE MATRIX](#)

[5](#)

### [1. SUPERVISOR LOGIN](#)

[6](#)

### [2. SUPERVISOR MAIN SCREEN](#)

[7](#)

- [2.1.1 Icons on the supervisor screen](#)
- [2.1.2 Description of icons on the supervisor screen](#)
- [2.1.3 Description of tabs and column headers](#)
- [2.1.4 Online monitoring](#)
- [2.1.5 Active listening](#)

### [3. RECORDINGS](#)

[9](#)

- [3.1 Search for recordings](#)
  - [3.1.1 Search fields](#)
  - [3.1.2 Search options](#)
    - [3.1.2.1 Current day](#)
    - [3.1.2.2 Previous day](#)
    - [3.1.2.3 Next day](#)
    - [3.1.2.4 AQM for today](#)
    - [3.1.2.5 Search any](#)
    - [3.1.2.6 Clear fields](#)
  - [3.1.3 Recording statistics](#)
    - [3.1.3.1 Top 10 analysis](#)
    - [3.1.3.2 Statistics](#)
  - [3.1.4 Recording Management](#)
    - [3.1.4.1 Download search results](#)
    - [3.1.4.2 Export Recordings](#)
    - [3.1.4.3 Tagged recordings](#)

### [4. PLAY A RECORDING](#)

[14](#)

- [4.1 Email a recording](#)
- [4.2 Save a recording](#)
- [4.3 Additional features on the playback screen](#)
  - [4.3.1 Supervisor comments](#)
    - [4.3.1.1 Subject](#)
    - [4.3.1.2 Comment](#)
    - [4.3.1.3 Previous comment](#)
  - [4.3.2 Audit trail](#)
  - [4.3.3 Screen shots](#)
  - [4.3.4 Review template](#)
  - [4.3.5 Previous reviews](#)

|                                                                                |                  |
|--------------------------------------------------------------------------------|------------------|
| <b><u>5. AGENT QUALITY MANAGEMENT</u></b>                                      | <b><u>17</u></b> |
| 5.1 <a href="#">AQM reports</a>                                                |                  |
| 5.2 <a href="#">AQM per user</a>                                               |                  |
| 5.3 <a href="#">AQM per template</a>                                           |                  |
| 5.4 <a href="#">AQM per supervisor</a>                                         |                  |
| 5.5 <a href="#">Blank review</a>                                               |                  |
| 5.6 <a href="#">Strengths and weaknesses per user</a>                          |                  |
| 5.7 <a href="#">Strengths and weaknesses per supervisor</a>                    |                  |
| 5.8 <a href="#">Strengths and weaknesses per template</a>                      |                  |
| 5.9 <a href="#">User average performance vs. group average performance</a>     |                  |
| 5.10 <a href="#">User monthly performance vs. average performance</a>          |                  |
| 5.11 <a href="#">Individual user performance within categories vs. average</a> |                  |
| 5.12 <a href="#">Top 50 worst case scenarios</a>                               |                  |
| 5.12.1 <a href="#">Per question</a>                                            |                  |
| 5.12.2 <a href="#">Per category</a>                                            |                  |
| 5.12.3 <a href="#">Per template</a>                                            |                  |
| 5.13 <a href="#">Supervisor Weekly Analysis</a>                                |                  |
| <br>                                                                           |                  |
| <b><u>6. PERSONAL SUPERVISOR SETTINGS</u></b>                                  | <b><u>37</u></b> |
| 6.1 <a href="#">Supervisor Timeout</a>                                         |                  |
| 6.2 <a href="#">Supervisor Pre-Defined Searches</a>                            |                  |
| 6.2.1 <a href="#">Description of pre – defined search filters</a>              |                  |
| <br>                                                                           |                  |
| <b><u>7. SUPERVISOR LOGOUT</u></b>                                             | <b><u>39</u></b> |

## Introduction

AMETHYST is a premier voice recording solution developed to assist the client in hear-say issues, Agent Quality Management (AQM) and Legislation (Financial Intelligence Centre Act / FICA).

AMETHYST utilizes all of the traditional and innovative methods to record telephonic conversations to a central server via a LAN or WAN. The recording method ensures a very secure environment, with all recordings encrypted and an MD5 checksum added for extra integrity checks. If you are looking for a call recorder that meet the needs of some of the top companies in South Africa then you have just found it. AMETHYST is considered as one of the top 3 in SA and has proven itself in large scale operations over many years with one of the best AQM tools in the market segment and very powerful integration tools both Windows and other OS environments.

The AMETHYST supervisor can access the recordings made by all users within his or her group. Access to recordings is via a web-browser, giving the supervisor the option to log in from any computer on the network. Each supervisor will receive a unique password from the AMETHYST administrator for login purposes.

Conversations can be reviewed for quality evaluation and training purposes, by using pre-defined templates with a scoring facility. This function is known as Agent Quality Management or AQM. The AMETHYST administrators can set-up templates consisting of categories and questions with pre-defined answers. Scores are allocated to each question, according to the value (or importance) of that question. Supervisors will review recordings by selecting a template, and merely choosing answers to the questions. All reviews are saved with the recordings for future reference and reporting purposes. To ensure that all users are treated fairly, the administrator can configure AMETHYST to randomly select and mark calls for AQM reviews.

A number of different AQM reports are available. With these reports, supervisors can identify whether there are areas that are not improving within the group. The reports will identify users and supervisors that are not performing accordingly, or who might require training. The reports will also show the template, category or question in which the group, user or supervisor experienced difficulty or succeeded. The reports can also identify where a user or supervisor is excelling, for incentive purposes etc.

This manual will assist the supervisor in using AMETHYST 1.6 and will clarify how the features will benefit the business.

## Feature Matrix

| FEATURE MATRIX                           |                  |                               |      |           |
|------------------------------------------|------------------|-------------------------------|------|-----------|
| KEY FEATURES                             | RECORDING METHOD |                               |      |           |
|                                          | EXTENSION SIDE   | TRUNK SIDE WITH CTI INTERFACE | VOIP | MITEL CRE |
| Access via web-interface                 | •                | •                             | •    | •         |
| Active listening                         | •                | •                             |      | •         |
| Administrator password                   | •                | •                             | •    | •         |
| User comments                            | •                | •                             | •    | •         |
| User status display                      | •                | •                             | •    | •         |
| AQM reports                              | •                | •                             | •    | •         |
| Audit trails                             | •                | •                             | •    | •         |
| Automatic or manual back-up              | •                | •                             | •    | •         |
| Automatic or manual purging              | •                | •                             | •    | •         |
| Configure and maintain users             | •                | •                             | •    | •         |
| Configure and maintain supervisors       | •                | •                             | •    | •         |
| Configure quick links for searching      | •                | •                             | •    | •         |
| Critical error notification via email    | •                | •                             | •    | •         |
| Email recordings                         | •                | •                             | •    | •         |
| Download search results (CSV format)     | •                | •                             | •    | •         |
| Export recordings & recording data (FTP) | •                | •                             | •    | •         |
| Encryption of recordings                 | •                | •                             | •    | •         |
| History of AQM reviews                   | •                | •                             | •    | •         |
| Playback facility                        | •                | •                             | •    | •         |
| Predefined searches                      | •                | •                             | •    | •         |
| Comma delimited searches                 | •                | •                             | •    | •         |
| Tagged recordings                        | •                | •                             | •    |           |
| Review recordings                        | •                | •                             | •    | •         |
| Save recordings                          | •                | •                             | •    | •         |
| Scoring - Positive, Negative, Total Fail | •                | •                             | •    | •         |
| Screen shots                             | •                | •                             | •    | •         |
| Search facility                          | •                | •                             | •    | •         |
| Top 10 Analysis                          | •                | •                             | •    | •         |
| Recording statistics                     | •                | •                             | •    | •         |
| Slicing of recordings                    | •                | •                             | •    | •         |
| Supervisor comments                      | •                | •                             | •    | •         |
| Supervisor password                      | •                | •                             | •    | •         |
| System log files                         | •                | •                             | •    | •         |
| Template configuration                   | •                | •                             | •    | •         |
| Third party integration via COM object   | •                | •                             | •    | •         |
| Unlimited growth path                    | •                | •                             | •    | •         |
| Web based                                | •                | •                             | •    | •         |

## 1. Getting Started

The supervisor can log in from any computer on the network through a web-browser. Open the web-browser and browse to the host name or IP address of the Amethyst server. For example: <https://192.168.10.30>

Press **'enter'** or click on **'go'**.

### Notes:

*The IP address can be obtained from your AMETHYST system administrator.*

*Create a shortcut: With the initial login, click on **'favourites'** and **'add to favourites'**.*

*Login via the shortcut: Open the web-browser and click on **'favourites'**. Select the Amethyst shortcut.*

https://192.168.15.30/

**D** DATATEX **AMETHYST SUPERVISOR**

User

Password

Login

**Users currently logged in (1/50)**

odette Logged on since :03/23/11 08:30:53 AM. From IP :192.168.15.38

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3E7F1B7Z-E60F-DA11-9574-001111B23E7F  
Supervisors: 50 Agents: 400

### AMETHYST SUPERVISOR LOGIN

The login screen, will display the names of all supervisors currently logged in, in addition to the date and time of login and the IP of the PC they are logged in at.

The login screen will prompt you for your **username** and **password**. Enter the username and password as provided by your AMETHYST administrator. Click on the **'Login'** button.


Once logged in, the AMETHYST SUPERVISOR main screen will open.

The Amethyst supervisor does not allow multiple login's for a supervisor login at various PC's simultaneously. If you wish to log in from another PC, make sure that you have logged out of your previous session.


*To avoid future inconvenience, when prompted by Windows to remember your password, reject the option. This will prevent any unauthorised use from your computer.*

## 2. Supervisor main screen

The supervisor main screen displays data regarding the users within the group.

To view only the user's that are currently recording, click on the 

You can alphabetically or chronologically sort information by simply clicking on the column header.



| Status | Extension | Virtual | Trunk | Number     | Start time          | Duration | Agent           | Client Software | Host          |
|--------|-----------|---------|-------|------------|---------------------|----------|-----------------|-----------------|---------------|
|        | 3307      |         | 3     | 0215144809 | 2011-04-20 16:49:16 | 0:00:02  | RECEPTION       | CTI 1.6.3.25    | 192.168.15.34 |
|        | 3302      |         |       | 3306       | 2011-04-20 14:33:50 | 0:00:43  | JOHAN LANDMAN   |                 |               |
|        | 3343      |         | 1     | 0636971324 | 2011-04-19 11:19:43 | 0:00:14  | ANDREA          | CTI 1.6.3.25    | 192.168.15.64 |
|        | 3306      | 3306    | 4     | 0719578000 | 2011-04-20 17:33:03 | 0:02:07  | IFON            | CTI 1.6.3.25    | 192.168.15.29 |
| JBEXT  |           |         |       |            |                     |          |                 |                 |               |
| JB9808 |           |         |       |            |                     |          |                 |                 |               |
|        | 3301      |         |       | 3308       | 2011-04-13 15:29:01 | 0:02:17  | DEVELOPMENT     |                 |               |
| JB9619 |           |         |       |            |                     |          |                 |                 |               |
|        | 3305      |         | 11    | 0828818444 | 2011-04-20 16:40:52 | 0:05:53  | ODETTE          | CTI 1.6.3.25    | 192.168.15.38 |
|        | 3312      |         |       | 3308       | 2011-04-20 17:00:44 | 0:00:21  | HILTON WILLIAMS |                 |               |
| 3303   |           |         |       |            |                     |          |                 |                 |               |
| 6002   |           |         |       |            |                     |          |                 |                 |               |
|        | 6001      |         |       |            |                     |          | XLITE<br>HILTON | CTI 1.6.3.25    | 192.168.15.79 |
|        | 3320      |         |       | 3307       | 2011-04-19 16:24:06 | 0:00:07  | BENNIE DE LANGE |                 |               |
|        | 3308      |         |       | 3312       | 2011-04-20 17:21:36 | 0:00:50  | BELINDA FRICK   |                 |               |
|        | 3324      | 3324    | 3     | INCOMING   | 2011-04-20 14:51:00 | 0:01:16  | NTOMBO          | CTI 1.6.3.25    | 192.168.15.37 |
|        | 3333      |         | 1     | 0215924033 | 2011-04-19 11:22:23 | 0:04:39  | BOARDROOM PHONE |                 |               |
| JB9606 |           |         |       |            |                     |          |                 |                 |               |
| JB9605 |           |         |       |            |                     |          |                 |                 |               |
| JB9608 |           |         |       |            |                     |          |                 |                 |               |
| JB9607 |           |         |       |            |                     |          |                 |                 |               |
| JB9601 |           |         |       |            |                     |          |                 |                 |               |
| JB9600 |           |         |       |            |                     |          |                 |                 |               |
| JB9604 |           |         |       |            |                     |          |                 |                 |               |
| JB9603 |           |         |       |            |                     |          |                 |                 |               |
| JB9609 |           |         |       |            |                     |          |                 |                 |               |
| JB9800 |           |         |       |            |                     |          |                 |                 |               |
| JB9618 |           |         |       |            |                     |          |                 |                 |               |
| JB9802 |           |         |       |            |                     |          |                 |                 |               |
| JB9801 |           |         |       |            |                     |          |                 |                 |               |
| JB9612 |           |         |       |            |                     |          |                 |                 |               |
| JB9610 |           |         |       |            |                     |          |                 |                 |               |
| JB9614 |           |         |       |            |                     |          |                 |                 |               |
| JB9613 |           |         |       |            |                     |          |                 |                 |               |

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Suprvisors: 50 Agents: 400

### SUPERVISOR MAIN SCREEN

#### 2.1.1 Icons on the Supervisor screen

The AMETHYST supervisor has access to various screens, each of which represents five icons allowing quick access to working screens. To open a particular screen, click on the associated icon.

There are 5 icons on the AMETHYST supervisor screens, allowing quick access to the working screens. To open a particular screen, click on the associated icon.

### 2.1.2 Description of Supervisor icons:



**View users** will open the supervisor main screen. This screen will display data regarding the users allocated to that particular supervisor.



**Search Recordings** will open the search screen. Supervisors can search the database to retrieve recordings for playback. Also see [Search for recordings](#)



**AQM Reports** opens the reporting screen. Supervisors can view, print or email various User Quality Management reports on AQM reviews which have already been done. Also see [AQM reports](#)









**Personal supervisor settings** enable the supervisor to change personal login settings. Also see [PERSONAL SUPERVISOR SETTINGS](#)



**Logout supervisor** logs the supervisor out of the AMETHYST web supervisor system. Also see [SUPERVISOR LOGOUT](#)

### 2.1.3 Description of tabs and column headers:

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status    | The status of the recording device. <ul style="list-style-type: none"><li> INCOMING RECORDING - device is recording an incoming call. If there is no symbol, there is no recording at that time for that user.</li><li> RECORDING - device is recording, call direction is unknown</li><li> OUTGOING RECORDING - device is recording an outgoing call</li><li> NO TAP - indicates an USBClient could not find the USB tap, and recordings cannot take place.</li><li> NO GSM - indicates an USBClient could not load the GSM codec, and recordings cannot take place.</li><li> NO VAD - indicates an USBClient could not load the Voice Activity Detection DLL, and recordings cannot take place.</li></ul> |
| Extension | This refers to the physical extension of the user                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Virtual   | This is the user login or virtual extension.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



|                 |                                                                                                                                                              |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trunk           | This is the line on your PABX for making and receiving calls                                                                                                 |
| Number          | The telephone number for the incoming/outgoing call (CLI is required for incoming line numbers)                                                              |
| Start time      | Indicates the time when the recording started                                                                                                                |
| Duration        | This displays the duration of the call                                                                                                                       |
| User            | The name of the user for each extension is displayed here<br>This could be either the Windows login or the username configured by the AMETHYST administrator |
| Client software | This is the software currently running on the user's computer                                                                                                |
| Host            | The IP address of the computer at which the user is logged on. An IP address is a unique number that represents a particular computer on a network.          |

#### 2.1.4. Online Monitoring

Supervisors can retrieve a view of the screen shot on what is currently displayed on a user's computer. Click on the user's name in the main supervisor screen. To refresh the image, click on the **'Refresh'** button. Click on **'Fit screen'** to resize the image.

*(Confirm with your AMETHYST administrator whether this feature is available)*

#### 2.1.5. Active listening

The supervisor can listen to a conversation whilst it is recording. On the main supervisor screen, click on the name of the user being recorded and AMETHYST will automatically play the live conversation.

*(Confirm with your AMETHYST administrator whether this feature is available)*

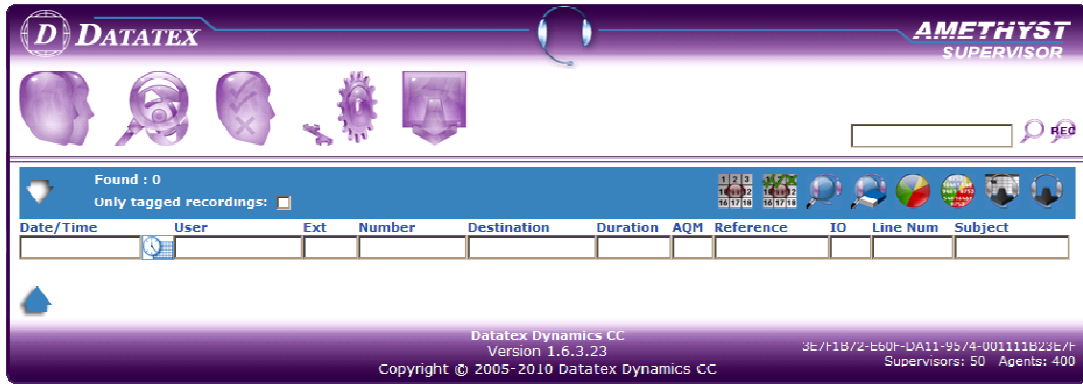
### 3. Recordings

Recordings are saved on the AMETHYST server. The supervisor can access these recordings with various features provided by the AMETHYST supervisor software.

#### 3.1 Searching for recordings

To open the search screen, click on the search recording icon






### SEARCH SCREEN

The following selection will be available on the search screen:

#### 3.1.1 Search Fields

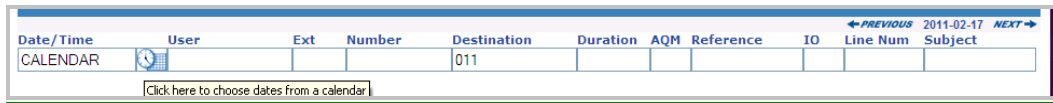
Carry out a search on a specific field (call data). Enter the information for any of the fields

below (or multiple fields) and click on .

The following fields will accept multiple search criteria delimited by commas.

This allows the Supervisor to do a search for all recordings by multiple users or even a whole department on a specific date regarding a specified subject.

Partial searches can also be done by entering a part of a word or number to search i.e. Type in 'dat' to search for any field with a word containing dat (Datatex), or '011' to search for numbers containing 011.



### SEARCH FIELDS

#### Description of search fields:

**Date/Time** The date and time of the recording

Between Dates

| February 2011 |     |     |     |     |     |     | February 2011 |     |     |     |     |     |     |
|---------------|-----|-----|-----|-----|-----|-----|---------------|-----|-----|-----|-----|-----|-----|
| Mon           | Tue | Wed | Thu | Fri | Sat | Sun | Mon           | Tue | Wed | Thu | Fri | Sat | Sun |
|               | 1   | 2   | 3   | 4   | 5   | 6   |               | 1   | 2   | 3   | 4   | 5   | 6   |
| 7             | 8   | 9   | 10  | 11  | 12  | 13  | 7             | 8   | 9   | 10  | 11  | 12  | 13  |
| 14            | 15  | 16  | 17  | 18  | 19  | 20  | 14            | 15  | 16  | 17  | 18  | 19  | 20  |
| 21            | 22  | 23  | 24  | 25  | 26  | 27  | 21            | 22  | 23  | 24  | 25  | 26  | 27  |
| 28            |     |     |     |     |     |     | 28            |     |     |     |     |     |     |

Go to today

From 00 : 00 : 00 Now To 23 : 59 : 59 Now

|                    |                                                                                                 |
|--------------------|-------------------------------------------------------------------------------------------------|
| <b>User</b>        | Either the Windows login or username configured by the AMETHYST administrator                   |
| <b>Ext</b>         | The extension number of the user                                                                |
| <b>Number</b>      | The telephone number for the incoming/outgoing call (CLI is required for incoming line numbers) |
| <b>Destination</b> | The destination linked to the telephone number                                                  |
| <b>Duration</b>    | The duration of the call                                                                        |
| <b>AQM</b>         | All calls randomly selected by AMETHYST for User Quality Management.                            |
| <b>Reference</b>   | Reference number from third-party application (if integrated)                                   |
| <b>IO</b>          | Incoming or outgoing call                                                                       |
| <b>Line Num</b>    | The line number that was used on the PABX                                                       |
| <b>Subject</b>     | The subject entered by the supervisor after making comments on the call                         |

### 3.1.2 Search options

The following search options are available for convenience:



#### 3.1.2.1

View all recordings for the current day. Options to choose the Previous Day or Next Day will become available when this option is selected.



#### 3.1.2.2

By clicking on previous you will be able to view recordings the day prior to the date currently displayed in the Date/Time field.



#### 3.1.2.3

Clicking on next will enable you to view all the recordings for the day following the date currently displayed in the Date/Time field.



#### 3.1.2.4

View all the recordings randomly selected by AMETHYST for User Quality Management (AQM).

### 3.1.2.5

Search for recordings matching the data entered in the search fields below.

| Date/Time  | User                                                                                           | Ext | Number      | Destination | Duration | AQM | Reference | IO |
|------------|------------------------------------------------------------------------------------------------|-----|-------------|-------------|----------|-----|-----------|----|
| 2010-05-18 |  TANYA,ANDREA |     | 083,082,011 |             |          |     |           |    |

### SEARCH FIELDS

### 3.1.2.6

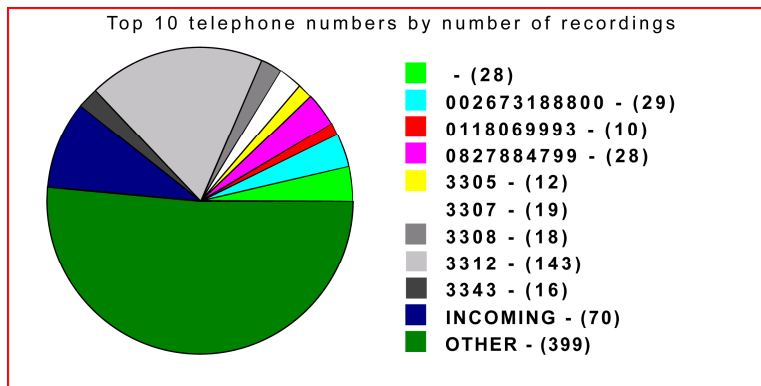
Clear all data in the search fields. It is advised to use the clear fields option before a search is conducted to ensure that only the entered search criteria is used.

### 3.1.3 Recording statistics

These functions enable the Supervisor to compare, monitor and evaluate users over extended periods.

#### 3.1.3.1

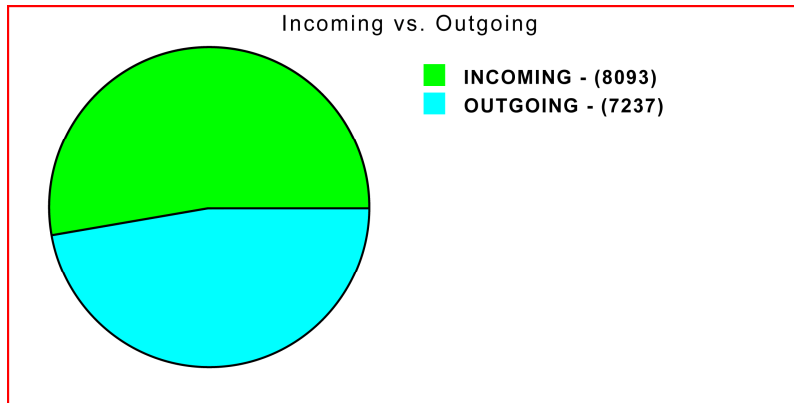
Top 10 Analysis use search criteria to produce pie charts of the top 10 most scenarios. Currently we display pie charts for the top 10 users based on number of calls, the top 10 numbers dialled and the top 10 subjects. In the future we will also produce a graph on the top 10 call outcome scenarios. By clicking on any of the graphs you can export the data that was used to produce the graph to excel.



#### 3.1.3.2

Any search will also return key data broken up into total calls, all incoming calls and all outgoing calls. This includes information such as Total recording hours, maximum duration, average duration, disk space used, number of calls tagged for AQM, AQM's completed, number of extensions recorded, number of users recorded and number of calls tagged for urgent follow up. The information can also be used to determine bandwidth

requirements/used by remote recording sites. The bandwidth usage of multiple branch recordings can be retrieved and viewed. Pie charts are implemented to highlight key statistics. These are Incoming vs. outgoing, AQM sample ratio and Tagged recording ratio. This screen also produces summarized data for recordings per user and per extension.



### 3.1.4 Recording Management

Managing your recordings is simplified by the following options.



#### 3.1.4.1


Download the search results in CSV format. This will be a fully functional Excel document. This information can then be used to generate personal graphs and statistics.



#### 3.1.4.2

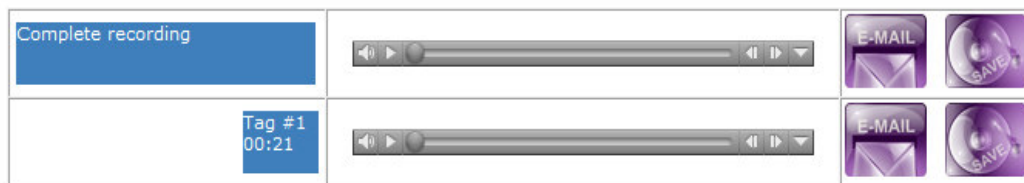
The option to export (ftp) recordings in bulk based on your search criteria. There is extensive security around this and no supervisor can export recordings if not configured by the system administrator. The FTP server must also be configured by the system administrator. This ensures that recordings are not exported unauthorized. Exporting of bulk recordings can be used by various Amethyst users. Typically this is used to provide outsourcing clients with original unencrypted recordings in wave format. You can also export all recordings for a specific client or to a specific supplier. Unrestricted supervisors also have access to export the search results data to Excel. This can be used in various scenarios where data regarding recordings are required. It is the responsibility of the supervisor to keep the unencrypted recordings secure once a bulk download is done. These recordings are in WAV format and can be listened to on all standard media players.

### 3.1.4.3

Found : 2 in 24 milliseconds  
Only tagged recordings: 




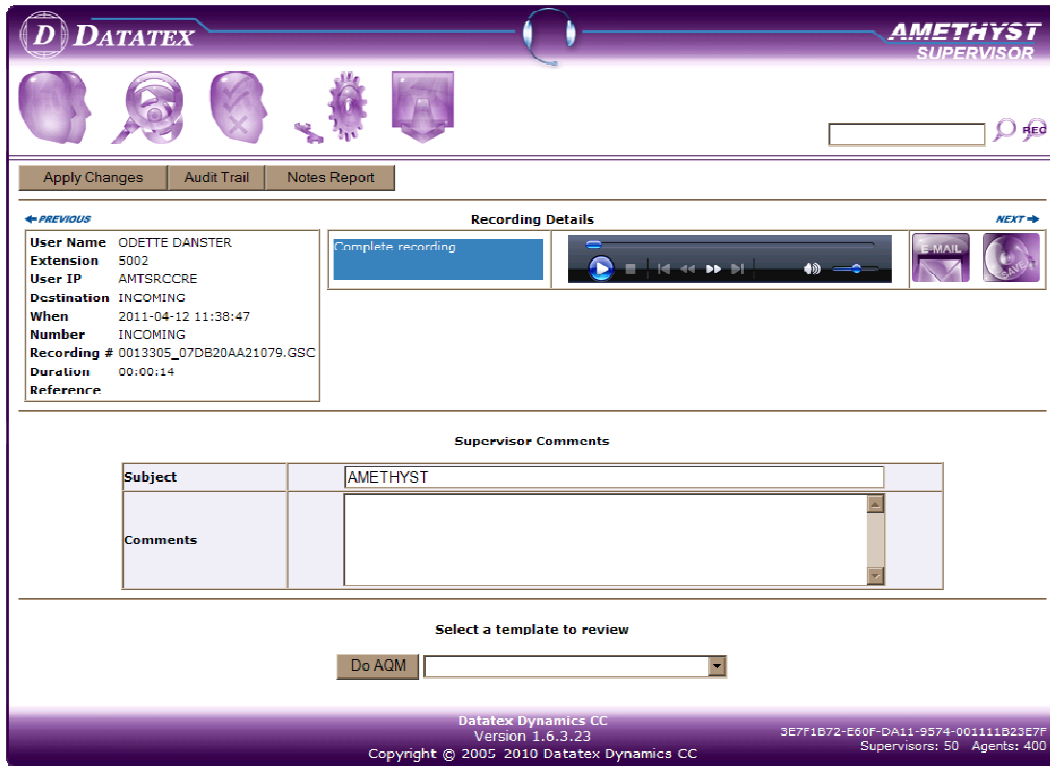
Tagged recordings allow a user to press a specific key combination on their handset whilst in conversation. This will immediately tag the call as a high priority recording. Supervisors have instant access to tagged recordings. It places dual responsibility on both the user and the supervisor to take responsibility for calls and the proper action on these high priority calls. Up to eight tags per call can be placed. Tagged calls are also split up into multiple recordings the listening section of the supervisor. This allows the supervisor to listen to one continuous call or to listen to the individual sections. This can also assist telemarketers to only tag the main part of the recording. Supervisors can then skip the initial introduction parts and listen to the relevant section.



*TAGGED RECORDING*


## 4. Playing a recording

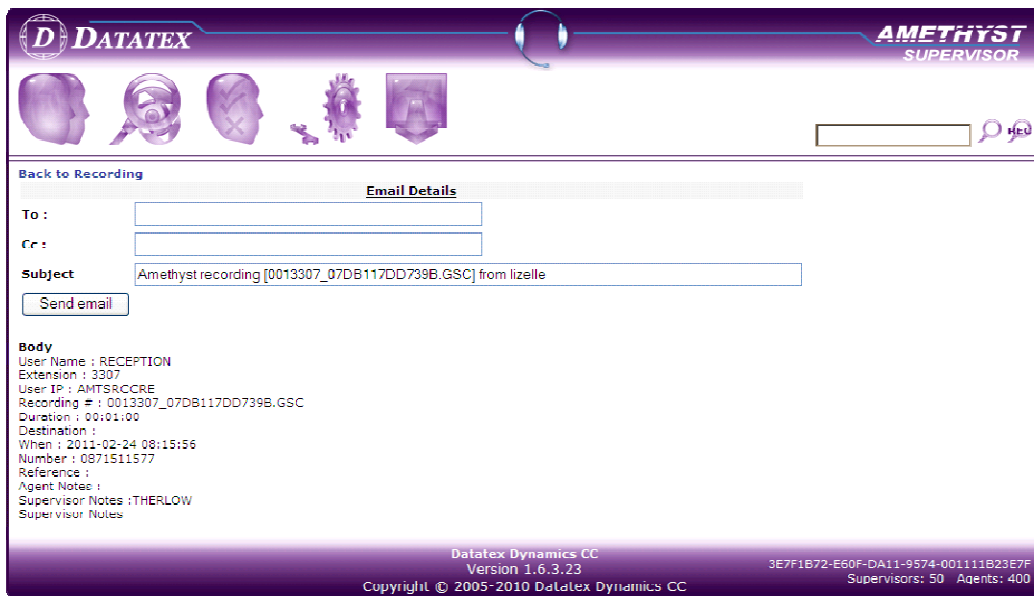
The supervisor can listen to any recording stored in the database. Search for the recording you wish to access and click on the **'date/time'** field of the recording. Click on the **'play'**  button on the recording screen. You can pause, forward, rewind and stop the playback (as per normal Windows Media Players).



PLAYBACK SCREEN


#### 4.1 Emailing a recording

The supervisor can email the recording by simply clicking on the  button. This will open the email screen in which you enter the designated email address and Click on the 'send email' button. A recording can be emailed to any internal or external party. The email will include the call information and notes pertaining to the recording. Emails are in a WAV format for playback through Windows Media player.



EMAIL SCREEN

## 4.2 Saving a recording

You can save the recording to another destination on the network. Right click on the  button. Click on **'save target as'** from the pop-up menu. Choose the directory and rename the recording.

## 4.3 Additional features displayed on the playback screen

The following features are also available on the playback screen:

### 4.3.1 Supervisor Comments

**Supervisor Comments**

|                 |                                      |
|-----------------|--------------------------------------|
| <b>Subject</b>  | <input type="text" value="THERLOW"/> |
| <b>Comments</b> | <input type="text"/>                 |

#### *SUPERVISOR COMMENTS*

#### 4.3.1.1 Subject

The supervisor can enter a subject for the call and click on **'apply changes'**. This subject is then saved with the recording and form part of the search criteria and will be visible on the supervisor main screen.

#### 4.3.1.2 Comments

The supervisor can enter comments on the call. Comments are stored once you click on **'apply changes'** with the recording and form part of the search criteria. These comments are not displayed on the supervisor main search screen.

#### 4.3.1.3 Previous Comments

All comments entered by the supervisor/s are saved with the recording. The date, time and information about the supervisor who added the comment/s are displayed in the **notes report**.

*It is of utmost importance that you also click on "apply changes" after you entered the notes or comments, regretting to do so will result in your comments being lost.*

### 4.3.2 Audit Trail

Click on this button to display the activity on a recording. Activities include: which supervisor accessed the recording and when; who added notes or comments and when; who did AQM's and when; name of the recipient of emails.



The screenshot shows the AMETHYST SUPERVISOR interface. At the top, there is a header with the DATATEX logo on the left and the AMETHYST SUPERVISOR logo on the right. Below the header, there are several icons representing different features. A search bar with a magnifying glass icon and a 'REG' button is located on the right side of the header. Below the header, there is a 'Back to Recording' link. The main content area is titled 'Audit trail' and contains a table with the following data:

| ID    | Date and Time    | User   | Action                                   |
|-------|------------------|--------|------------------------------------------|
| 21879 | 2009-08-13 15:16 | odette | Accessed information for this recording. |
| 21883 | 2009-08-13 15:16 | odette | Accessed information for this recording. |
| 26806 | 2011-05-03 11:35 | bennie | Accessed information for this recording. |

Below the table, there is another 'Back to Recording' link. At the bottom of the interface, there is a footer with the following information:

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3E7F1B72-E60F-DA11-9574-001111B23E7F  
Supervisors: 50 Agents: 400

### AUDIT TRAIL

#### 4.3.3 Screen shots

The supervisor can view shots taken of the user's desktop whilst a call was recording. Screen shot intervals are setup by the AMETHYST Administrator. Click on a screen shot to enlarge.

*(Confirm with your AMETHYST administrator whether this feature is available)*

#### 4.3.4 Review templates

Click on the dropdown box and select the template you want to use for reviewing a user.

#### 4.3.5 Previous reviews

Information relating to previous reviews on the recording is displayed, including: the supervisor's name; date and time of the review; and details of the template used. Click on **'Show report'** to view the results of previous reviews. To email the report, click on **'Email report'**.

[Back](#)  
**Answer template : DATATEX SUPPORT**

**1. CORPORATE GREETING**

**Did agent announce company ?**  
 No  Yes  N/A

Note :

**Did agent introduce himself (gave his name)?**  
 No  Yes  N/A

Note : this is xxx, how can I help you?

**2. PROBLEM IDENTIFICATION**

**Establish which software product support is needed for?**  
 No  Yes  N/A

Note :

**Get problem/error description**  
 No  Needs attention  Yes  N/A

Note :

**Did agent provide a Solution?**  
 Poor  Below Average  Average  Above average  Excellent  N/A

Note :

**If no solution - was client details taken to follow up?**  
 No  Yes  N/A

Note :

**3. COMMUNICATION**

**Communication - Did agent listen to caller**  
 No  Needs attention  Yes  N/A

Note :

**Communication - Logic questioning**  
 No  Yes  N/A

Note :

**Was agent Patient while on the call?**  
 Poor  Below Average  Average  Above average  Excellent  N/A

Note :

**Did agent present information with clarity?**  
 Poor  Below Average  Average  Above average  Excellent  N/A

Note :

*RESULT OF A PREVIOUS REVIEW*

## 5. Agent Quality Management (AQM)

The supervisor can apply AQM to review a recording. This is particularly useful for maintaining a certain standard in addition to training purpose. Users are reviewed by means of predefined templates and scoring facilities. Templates are subdivided into categories with questions and scoring allocated respectively. By using AQM reports, the supervisor can determine the efficiency of the call centre and improve on problem areas.

Access the recording you wish to review and scroll to the bottom of the playback screen. Select the required template from the **'Select template'** drop-down menu and click on **'Do AQM'**. The template will now open, revealing the categories, questions and answers. Click on the **'play'** button to play the recording.

Scroll down to the template and complete the questionnaire by choosing the appropriate answer to each question. On completion of the review, click on **'Save AQM'**.

The review is saved with the recording for future reference. Details of all previous reviews on a recording are displayed.

Apply Changes Audit Trail Notes Report

---

**PREVIOUS**

User Name: DENNIS DE LANGE  
 Extension: 3362  
 User IP: AMTERCCRE  
 Destination:  
 When: 2011-09-26 13:21:01  
 Number: 3343  
 Recording #: 0013320\_U/19814b40586A/GSK  
 Duration: 00:01:37  
 Reference:

**Recording Details**

Complete recording

---

Supervisor Comments

|          |                                                            |
|----------|------------------------------------------------------------|
| Subject  | <input type="text"/>                                       |
| Comments | <div style="border: 1px solid black; height: 40px;"></div> |

back  
 Answer template : DATATEX HELP DESK

**1. CORPORATE GREETING**

**Did agent announce company ?**  
 No  Yes  N/A  
 Note :

**Did agent introduce themselves?**  
 No  Yes  N/A  
 Note :

**2. CALLER IDENTIFICATION**

**Did agent identify the caller (confirm his name)?**  
 No  Yes  N/A  
 Note :

**Did agent identify the dealer/service partner (confirm his company name)?**  
 No  Yes  N/A  
 Note :

**Did agent update the cell number of the caller to Outlook Contacts?**  
 No  Yes  N/A  
 Note :

**Did agent update the e-mail address of the caller to Outlook Contacts?**  
 No  Yes  N/A  
 Note :

**Did agent update the office number of the caller to Outlook Contacts?**  
 No  Yes  N/A  
 Note :

**Did agent update the supervisor telephone number of the caller to Outlook Contacts?**  
 No  Yes  N/A  
 Note :

**Did agent update the supervisor e-mail of the caller to Outlook Contacts?**  
 No  Yes  N/A  
 Note :

**If not a dealer/service partner did agent direct the caller to either the website or support e-mail address or party responsible?**  
 No  Yes  N/A  
 Note :

**3. PROBLEM IDENTIFICATION**

**Establish which software product support is needed for?**  
 No  Yes  N/A  
 Note :

**Get problem/ error description**  
 No  Needs attention  Yes  N/A  
 Note :

**Did agent provide a solution?**  
 Poor  Below Average  Average  Above average  Excellent  N/A  
 Note :

**If no solution was client details taken to follow up?**  
 No  Yes  N/A  
 Note :

**4. COMMUNICATION**

**Communication - Did agent listen to caller**  
 No  Needs attention  Yes  N/A  
 Note :

**Communication - Logic questioning**  
 No  Needs attention  Yes  N/A  
 Note :

**Was agent Patient while on the call?**  
 Poor  Below Average  Average  Above average  Excellent  N/A  
 Note :

**Did agent present information with clarity?**  
 Poor  Below Average  Average  Above average  Excellent  N/A  
 Note :

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**AQM TEMPLATE**

## 5.1 AQM reports

In order to maintain a certain standard it requires the monitoring and identifying of trends in a call centre or office. For this purpose AMETHYST comes standard with a comprehensive reporting tool. A user's strengths, weaknesses or areas of improvement are now identified easily.



To access the reporting module, click on the AQM Reports icon . Click on the **'AQM report'** drop-down menu for a list of pre-defined reports. Select the required report and complete the criteria as requested per report. Click on **'Preview'** to generate the report.

**DATATEX** **AMETHYST SUPERVISOR**

**AQM Report**  
AQM per Agent

**Report type**  
 Detail  Summary

**Today**

| March 2011 |     |     |     |     |     |     | March 2011 |     |     |     |     |     |     |
|------------|-----|-----|-----|-----|-----|-----|------------|-----|-----|-----|-----|-----|-----|
| Mon        | Tue | Wed | Thu | Fri | Sat | Sun | Mon        | Tue | Wed | Thu | Fri | Sat | Sun |
|            | 1   | 2   | 3   | 4   | 5   | 6   |            | 1   | 2   | 3   | 4   | 5   | 6   |
| 7          | 8   | 9   | 10  | 11  | 12  | 13  | 7          | 8   | 9   | 10  | 11  | 12  | 13  |
| 14         | 15  | 16  | 17  | 18  | 19  | 20  | 14         | 15  | 16  | 17  | 18  | 19  | 20  |
| 21         | 22  | 23  | 24  | 25  | 26  | 27  | 21         | 22  | 23  | 24  | 25  | 26  | 27  |
| 28         | 29  | 30  | 31  |     |     |     | 28         | 29  | 30  | 31  |     |     |     |

[Go to today](#) [Go to today](#)

**Agent Check List**  
 BENNIE DE LANGE  BENNIE  
**Tick all** **UnTick all**  
**Preview**

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### AQM REPORT SCREEN

#### Description of the criteria to be completed:

|                        |                                                                                                                                           |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Detail</b>          | A report with detailed information of the reviews. Click on <b>'Detail'</b> to select.                                                    |
| <b>Summary</b>         | A summary report of the reviews. Click on <b>'Summary'</b> to select.                                                                     |
| <b>Start Date</b>      | Select the start date for the report. Select the year and month by using the arrows or dropdown box. Click on the date to select the day. |
| <b>Stop Date</b>       | Select the stop date for the report. Select the year and month by using the arrows or dropdown box. Click on the date to select the day.  |
| <b>User Check List</b> | Select the user or users for which you wish to generate a report. To                                                                      |

|                        |                                                                                                                                                                                                                                                                                  |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | include a user, click in the block next to the user's name. Indication for inclusion - <input checked="" type="checkbox"/>                                                                                                                                                       |
| <b>Template List</b>   | Click on the ' <b>Template list</b> ' dropdown box and select the template for which you wish to generate a report.                                                                                                                                                              |
| <b>Supervisor List</b> | Click on the ' <b>Supervisor list</b> ' dropdown and select the supervisor for which you wish to generate a report.                                                                                                                                                              |
| <b>Separator</b>       | You can set a percentage that will distinguish between strength and a weakness. Enter the number or use the up/down arrows to change.                                                                                                                                            |
| <b>Count</b>           | Select the number of questions, categories or templates you want to include on the top 50 Worst Case Scenarios report. Enter the number or use the up/down arrows. E.g. if the count is set to 10, the report will display the 10 worst/best questions, categories or templates. |
| <b>Worst</b>           | Click on ' <b>Worst</b> ' to sort the information from the lowest to the highest score in the Top 50 Worst Case Scenarios report.                                                                                                                                                |
| <b>Best</b>            | Click on ' <b>Best</b> ' to sort the information from the highest score to the lowest in the Top 50 Worst Case Scenarios report.                                                                                                                                                 |
| <b>Worst Type</b>      | Select the criteria for the Top 50 Worst Case Scenarios report. The criteria can be question, category or template.                                                                                                                                                              |
| <b>Preview</b>         | Click on ' <b>Preview</b> ' to generate the report.                                                                                                                                                                                                                              |

*The following tabs are available on the report screen:*

|                      |                                                                                             |
|----------------------|---------------------------------------------------------------------------------------------|
| <b>Next user</b>     | Click on this tab to view the report for the next user.                                     |
| <b>Previous user</b> | Click on this tab to view the report for the previous user.                                 |
| <b>Back</b>          | Click on this tab to go back to the reporting screen.                                       |
| <b>Email Report</b>  | Click on this tab to email the report. Enter the recipients address in the available field. |

## 5.2 AQM per user

This report will reflect all reviews done for a user for the selected period. Note that the report date period is not for the time the recording took place, but the date period on which the supervisor did the review.

The detailed report includes information such as: the template used for review, recording number, review date, total score per review and average percentage per review.

The summary report includes information such as the template name, the total number of reviews per template, the total score achieved per template and the average percentage per template.

With this information, you can determine how many times a user has been reviewed, and which templates were used. You can also identify templates that users experience difficulty with in addition to areas of improvement.

**To run the report:**

1. Click on the **'AQM report'** dropdown menu and select **'AQM per user'**.
2. Click on **'Detail'** or **'Summary'** to select the report type.
3. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
4. In the **'User check list'**, tick the box of the user on whom you wish to report. You can select multiple users.
5. Click on **'Preview'** to generate the report.

**On the reporting screen:**

1. Click on **'Next user'** to view the report for the next user.
2. Click on **'Previous user'** to go back to the previous report.
3. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
4. Click on **'Back'** to return to the main reporting screen.

Previous Agent  
Back Email Report

### Agent Quality Detail per Agent

**ODETTE**

Dates Selected 2009/09/25 - 2011/03/25 Date Printed 2011/03/25 15:37:35

| Template                  | Recording #           | Review Date | Total          | Percentage |
|---------------------------|-----------------------|-------------|----------------|------------|
| DEMO -SUPPORT             | 36_07D97FB1ED02.GSC   | 2009/10/05  | 43/75          | 57%        |
| DEMO -SUPPORT             | 36_07D98511CEB0.GSC   | 2009/10/05  | 40/40          | 100%       |
| DATATEX SUPPORT           | 36_07D9A1260C9C.GSC   | 2009/10/12  | 23/33          | 70%        |
| DATATEX SUPPORT           | 36_07D9A43B6C4A.GSC   | 2009/10/12  | 23/33          | 70%        |
| DATATEX SUPPORT           | 36_07D9A4574D58.GSC   | 2009/10/12  | 27/33          | 82%        |
| DATATEX SUPPORT           | 36_07D9A8E7ACE9.GSC   | 2009/10/12  | 28/33          | 85%        |
| DATATEX SUPPORT           | 36_07D9A9300851.GSC   | 2009/10/12  | 20/33          | 61%        |
| DATATEX SUPPORT           | 36_07D9A9949636.GSC   | 2009/10/12  | 27/34          | 79%        |
| DATATEX SUPPORT           | 36_07D9A9FADF3A.GSC   | 2009/10/12  | 19/33          | 58%        |
| FIRST CALL RESOLUTION     | 36_07D99ACE007E.GSC   | 2009/10/12  | 80/120         | 67%        |
| DATATEX SUPPORT           | 36_07D984EFA2E3.GSC   | 2009/10/14  | 20/34          | 59%        |
| DATATEX SUPPORT           | 36_07D98523C782.GSC   | 2009/10/14  | 24/33          | 73%        |
| DATATEX SUPPORT           | 36_07D98588745C.GSC   | 2009/10/14  | 22/33          | 67%        |
| DATATEX SUPPORT           | 36_07D985CCD34A.GSC   | 2009/10/14  | 18/21          | 86%        |
| DATATEX SUPPORT           | 009_07D95E2093FC4.GSC | 2009/10/20  | 25/33          | 76%        |
| DATATEX SUPPORT           | 36_07D9E18280B0.GSC   | 2009/10/20  | 13/18          | 72%        |
| DATATEX SUPPORT           | 36_07D9E10D9904.GSC   | 2009/10/20  | 24/33          | 73%        |
| DATATEX SUPPORT           | 36_07D9E1A628CD.GSC   | 2009/10/20  | 12/14          | 86%        |
| DATATEX SUPPORT           | 36_07D9E20568BF.GSC   | 2009/10/20  | 24/34          | 71%        |
| DATATEX SUPPORT           | 36_07D9E8BED16E.GSC   | 2009/10/21  | 22/34          | 65%        |
| DATATEX SUPPORT           | 36_07D9E8DFA2AE.GSC   | 2009/10/21  | 26/33          | 79%        |
| DATATEX SUPPORT           | 36_07D9007E8069.GSC   | 2009/10/27  | 22/33          | 67%        |
| DATATEX SUPPORT           | 36_07D900F018F9.GSC   | 2009/10/27  | 23/33          | 70%        |
| DATATEX SUPPORT           | 36_07D905AFF9B0.GSC   | 2009/10/27  | 17/22          | 77%        |
| DATATEX SUPPORT           | 008_07D9745DA8EB9.GSC | 2009/12/29  | 28/34          | 82%        |
| <b>Weighted Average</b>   |                       |             | <b>850/909</b> | <b>72%</b> |
| <b>Percentage Average</b> |                       |             |                | <b>73%</b> |

**DETAILED REPORT PER USER**

[Previous Agent](#)  
[Back](#) [Email Report](#)

## Agent Quality Summary per Agent

ODETTE

| Dates Selected          |                           |                | Date Printed        |
|-------------------------|---------------------------|----------------|---------------------|
| 2009/09/25 - 2011/03/25 |                           |                | 2011/03/25 15:55:18 |
| Template                | Count                     | Total          | Percentage          |
| DATATEX SUPPORT         | 22                        | 487/674        | 72%                 |
| DEMO -SUPPORT           | 2                         | 83/115         | 72%                 |
| FIRST CALL RESOLUTION   | 1                         | 80/120         | 67%                 |
|                         | <b>Weighted Average</b>   | <b>650/909</b> | <b>72%</b>          |
|                         | <b>Percentage Average</b> |                | <b>73%</b>          |

### SUMMARY REPORT PER USER

### 5.3 AQM per template

This report will indicate the reviews done on a specified template, sorted by user.

The detail report includes information such as the users name, recording number, and review date, total score per review and average percentage per review.

The summary report includes information like the user's name, the total number of reviews for that user, the total score achieved per user and the average percentage per user on the specified template.

The report will indicate the number of times a user was reviewed with this template. You can now determine how the individual user's performance is influenced by a certain template.

#### **To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'AQM per template'**.
2. Click on **'Detail'** or **'Summary'** to select the report type.
3. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
4. Click on the **'Template list'** dropdown box and select the required template.
5. Click on **'Preview'** to generate the report.

#### **On the reporting screen:**

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the specified field.
2. Click on **'Back'** to return to the main reporting screen.

[Back](#) [Email Report](#)

### Agent Quality Detail per Template

#### SUPPORT

| Dates Selected          |                           | Date Printed        |            |            |  |
|-------------------------|---------------------------|---------------------|------------|------------|--|
| 2007/01/24 - 2011/03/25 |                           | 2011/03/28 08:53:57 |            |            |  |
| Agent                   | Recording #               | Review Date         | Total      | Percentage |  |
| ANALOG LINE 3           | 008_07D7A7D2B1283.GSC     | 2007/02/09          | 155/155    | 100%       |  |
| HANLE HANEKOM           | 008_07D7B93259523.GSC     | 2007/05/16          | 20/155     | 13%        |  |
| GEORGENE                | 011_07D947FAS89E3.GSC     | 2009/08/12          | 95/155     | 61%        |  |
| JB_TIMOTHY              | 024_07D945AEC3926.GSC     | 2009/08/17          | 50/150     | 33%        |  |
| TANYA                   | 008_07D94EB75518D.GSC     | 2009/09/21          | 100/155    | 65%        |  |
| TANYA                   | 008_07D94F03472C3.GSC     | 2009/09/25          | 85/155     | 55%        |  |
| TANYA                   | 010_07D967D880924.GSC     | 2009/11/19          | 105/155    | 68%        |  |
| TANYA                   | 010_07D96C447A010.GSC     | 2009/12/03          | 85/155     | 55%        |  |
| GEORGENE                | 010_07DA05AD50EBA.GSC     | 2010/01/18          | 110/155    | 71%        |  |
| GEORGENE                | 010_07DA08D6211BC.GSC     | 2010/01/28          | 85/150     | 57%        |  |
| GEORGENE                | 010_07DA0921EE9EA.GSC     | 2010/01/29          | 80/155     | 52%        |  |
| GEORGENE                | 010_07DA0A7086008.GSC     | 2010/02/02          | 105/155    | 68%        |  |
| GEORGENE                | 010_07DA0AC0C6C28.GSC     | 2010/02/03          | 110/155    | 71%        |  |
| GEORGENE                | 010_07DA0C596A861.GSC     | 2010/02/08          | 105/155    | 68%        |  |
| GEORGENE                | 010_07DA0C90D8E51.GSC     | 2010/02/08          | 100/155    | 65%        |  |
| GEORGENE                | 010_07DA0D61E6AFA.GSC     | 2010/02/11          | 105/155    | 68%        |  |
| GEORGENE                | 010_07DA0D5C09D8A.GSC     | 2010/02/11          | 85/155     | 55%        |  |
| GEORGENE                | 010_07DA0DA7916D7.GSC     | 2010/02/12          | 115/155    | 74%        |  |
| GEORGENE                | 010_07DA0DAFBFA18.GSC     | 2010/02/12          | 105/155    | 68%        |  |
| GEORGENE                | 010_07DA0F999C98E.GSC     | 2010/02/18          | 100/155    | 65%        |  |
| GEORGENE                | 010_07DA17F9B4126.GSC     | 2010/03/16          | 85/155     | 55%        |  |
| GEORGENE                | 003_07DA20FC5D23F.GSC     | 2010/04/13          | 100/155    | 65%        |  |
| GEORGENE                | 003_07DA210544B6F.GSC     | 2010/04/13          | 100/155    | 65%        |  |
| GEORGENE                | 003_07DA214E32D00.GSC     | 2010/04/14          | 95/150     | 63%        |  |
| GEORGENE                | 002_07DA25CACAE0C.GSC     | 2010/04/28          | 100/150    | 67%        |  |
| GEORGENE                | 002_07DA2620D2EA3.GSC     | 2010/04/29          | 105/155    | 68%        |  |
| GEORGENE                | 002_07DA27752469B.GSC     | 2010/05/03          | 115/155    | 74%        |  |
| RECEPTION               | 008_07D713C88B566.GSC     | 2010/05/12          | 115/155    | 74%        |  |
| GEORGENE                | 002_07DA2BECAA1AB.GSC     | 2010/05/17          | 110/155    | 71%        |  |
| GEORGENE                | 002_07DA2C0614C2B.GSC     | 2010/05/20          | 105/155    | 68%        |  |
| GEORGENE                | 002_07DA2E25EBF82.GSC     | 2010/05/24          | 105/155    | 68%        |  |
| RECEPTION               | 008_07D77CFE265310.GSC    | 2010/06/07          | 115/155    | 74%        |  |
| GEORGENE                | 002_07DA33104A8F2.GSC     | 2010/06/08          | 115/155    | 74%        |  |
| GEORGENE                | 002_07DA335408CE.GSC      | 2010/06/09          | 110/155    | 71%        |  |
| GEORGENE                | 002_07DA354553B44.GSC     | 2010/06/15          | 90/155     | 58%        |  |
| RECEPTION               | 002_07DA3872819AD.GSC     | 2010/06/25          | 85/155     | 55%        |  |
| RECEPTION               | 002_07DA3BB836B5D.GSC     | 2010/07/05          | 105/155    | 68%        |  |
| ANDREA                  | 000_07DA1F6F12B41.GSC     | 2010/07/19          | 100/155    | 65%        |  |
| RECEPTION               | 0013307_07DA403D781B6.GSC | 2010/07/19          | 130/155    | 84%        |  |
| RECEPTION               | 0013307_07DA40856DCB2.GSC | 2010/07/20          | 115/155    | 74%        |  |
| RECEPTION               | 0013307_07DA44C256838.GSC | 2010/08/02          | 110/155    | 71%        |  |
| JB_TIMOTHY              | 008_07DA13C20A221.GSC     | 2010/08/05          | 95/155     | 61%        |  |
| BELINDA                 | 94_07D463B44479.GSC       | 2010/08/05          | 110/150    | 73%        |  |
| RECEPTION               | 0013307_07DA47E7D7F95.GSC | 2010/08/12          | 110/155    | 71%        |  |
| RECEPTION               | 0013307_07DA47EC8B15.GSC  | 2010/08/12          | 120/155    | 77%        |  |
| RECEPTION               | 0013307_07DA48405AAEE.GSC | 2010/08/13          | 100/155    | 65%        |  |
| RECEPTION               | 0013307_07DA48315CC88.GSC | 2010/08/16          | 95/155     | 61%        |  |
| RECEPTION               | 0013307_07DA48405AFF2.GSC | 2010/08/16          | 115/155    | 74%        |  |
| RECEPTION               | 0013307_07DA4A8155FFF.GSC | 2010/08/20          | 105/155    | 68%        |  |
| RECEPTION               | 0013307_07DA4A80DE427.GSC | 2010/08/20          | 115/155    | 74%        |  |
| RECEPTION               | 0013307_07DA4B7257573.GSC | 2010/08/23          | 100/150    | 67%        |  |
| RECEPTION               | 0013307_07DA4D01D070C.GSC | 2010/08/24          | 110/155    | 71%        |  |
| RECEPTION               | 0013307_07DA4EABF6A4F.GSC | 2010/09/02          | 100/155    | 65%        |  |
| JB_TIMOTHY              | 0019802_07DA43C7B0A84.GSC | 2010/09/02          | 125/155    | 81%        |  |
| RECEPTION               | 0013307_07DA50FA3512A.GSC | 2010/09/09          | 100/155    | 65%        |  |
| RECEPTION               | 0013307_07DA53346B583.GSC | 2010/09/16          | 100/155    | 65%        |  |
| RECEPTION               | 0013307_07DA59FB91708.GSC | 2010/10/07          | 105/155    | 68%        |  |
| RECEPTION               | 0013307_07DA5B431EA25.GSC | 2010/10/11          | 115/155    | 74%        |  |
| RECEPTION               | 0013307_07DA5BDE81162.GSC | 2010/10/13          | 75/155     | 48%        |  |
| RECEPTION               | 0013307_07DA5BEB982DA.GSC | 2010/10/13          | 110/155    | 71%        |  |
| RECEPTION               | 0013307_07DA6258D0501.GSC | 2010/11/02          | 95/155     | 61%        |  |
| RECEPTION               | 0013307_07DA695FFA651.GSC | 2010/11/24          | 90/155     | 58%        |  |
| RECEPTION               | 0013307_07DA6E951A8CC.GSC | 2010/12/10          | 95/155     | 61%        |  |
| RECEPTION               | 0013307_07DB0014300C4.GSC | 2011/02/04          | 95/155     | 61%        |  |
| RECEPTION               | 0013307_07DB0CB68E8B9.GSC | 2011/02/10          | 115/155    | 74%        |  |
| RECEPTION               | 0013307_07DB14E7EE1F6.GSC | 2011/02/25          | 110/155    | 71%        |  |
| JB_TIMOTHY              | 0019802_07DB0EAF399F9.GSC | 2011/02/28          | 90/155     | 58%        |  |
| ANDREA DE JAGER         | 0013343_07DA52E4A8724.GSC | 2011/03/02          | 105/155    | 68%        |  |
| BELINDA FRICK           | 0013308_07DB1565E265C.GSC | 2011/03/09          | 90/155     | 58%        |  |
| Weighted Average        |                           |                     | 7000/10665 | 66%        |  |
| Percentage Average      |                           |                     |            | 60%        |  |

#### DETAILED REPORT PER TEMPLATE



## Agent Quality Summary per Template

### SUPPORT

**Dates Selected**

2007/01/24 - 2011/03/25

**Date Printed**

2011/03/28 09:09:49

| Agent           | Count                     | Total             | Percentage |
|-----------------|---------------------------|-------------------|------------|
| ANALOG LINE 3   | 1                         | 155/155           | 100%       |
| ANDREA          | 1                         | 100/155           | 65%        |
| ANDREA DE JAGER | 1                         | 105/155           | 68%        |
| BELINDA         | 1                         | 110/150           | 73%        |
| BELINDA FRICK   | 1                         | 90/155            | 58%        |
| GEORGENE        | 26                        | 2635/4015         | 66%        |
| HANLE HANEKOM   | 1                         | 20/155            | 13%        |
| JB_TIMOTHY      | 4                         | 360/615           | 59%        |
| RECEPTION       | 29                        | 3050/4490         | 68%        |
| TANYA           | 4                         | 375/620           | 60%        |
|                 | <b>Weighted Average</b>   | <b>7000/10665</b> | <b>66%</b> |
|                 | <b>Percentage Average</b> |                   | <b>66%</b> |

### SUMMARY REPORT PER TEMPLATE

#### 5.4 AQM per supervisor

You can review the performance of a supervisor.

The detailed report includes information such as the name of the user reviewed by this supervisor, recording number, and review date, total score per review and average percentage per review.

The summary report includes information like the name of the user reviewed by this supervisor, the total number of reviews for that user, the total score achieved per user and the average percentage per user.

This report will reflect the number of reviews done by a supervisor for each user. You can now determine whether the supervisors are reviewing each user uniformly and whether they are consistent in the way they score the users. This report will also show if the supervisors have any limitations within a template, or whether they are too lenient or too strict.

#### **To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'AQM per supervisor'**.
2. Click on **'Detail'** or **'Summary'** to select the report type.
3. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
4. Click on the **'Supervisor list'** dropdown box and select the required supervisor.
5. Click on **'Preview'** to generate the report.

#### **On the reporting screen:**

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

[Back](#) [Email Report](#)

### Agent Quality Detail per Supervisor

**BELINDA**

Dates Selected

2007/01/24 - 2011/03/25

Date Printed

2011/03/28 09:17:25

| Agent          | Recording#           | Review Date | Total | Percentage |
|----------------|----------------------|-------------|-------|------------|
| JOSE           | 89_07D774794243.G.SC | 2007/01/24  | 13/16 | 81%        |
| ODETTE DANSTER | 90_07D7733C01A3.G.SC | 2007/01/24  | 14/25 | 56%        |
| JOSE           | 89_07D778A4FC66.G.SC | 2007/01/26  | 15/25 | 60%        |
| JOSE           | 89_07D77E0AE214.G.SC | 2007/01/26  | 13/23 | 57%        |
| ODETTE DANSTER | 90_07D77A04F3CA.G.SC | 2007/01/26  | 15/19 | 79%        |
| ODETTE DANSTER | 90_07D77F5C99B3.G.SC | 2007/01/26  | 10/11 | 91%        |
| JOSE           | 89_07D783477830.G.SC | 2007/01/29  | 16/19 | 84%        |
| ODETTE DANSTER | 90_07D7C9744C7D.G.SC | 2007/01/29  | 17/20 | 85%        |
| JOSE           | 89_07D7928514FF.G.SC | 2007/01/30  | 16/19 | 84%        |
| ODETTE DANSTER | 90_07D792F8A4B1.G.SC | 2007/01/30  | 13/22 | 59%        |
| JOSE           | 89_07D7C7C83775.G.SC | 2007/01/31  | 13/15 | 87%        |
| ODETTE DANSTER | 90_07D798775697.G.SC | 2007/01/31  | 16/19 | 84%        |
| JOSE           | 89_07D79D78065.G.SC  | 2007/02/01  | 16/19 | 84%        |
| ODETTE DANSTER | 90_07D79CA8448D.G.SC | 2007/02/01  | 16/19 | 84%        |
| JOSE           | 89_07D7A20C5541.G.SC | 2007/02/02  | 17/20 | 85%        |
| ODETTE DANSTER | 90_07D7A1C8FFD6.G.SC | 2007/02/02  | 12/14 | 86%        |
| JOSE           | 89_07D7A730B5FD.G.SC | 2007/02/05  | 15/25 | 60%        |
| ODETTE DANSTER | 90_07D7A6A5D051.G.SC | 2007/02/05  | 16/19 | 84%        |
| ODETTE DANSTER | 90_07D79CE0FFDB.G.SC | 2007/02/07  | 13/16 | 81%        |
| JOSE           | 89_07D7C0DDA2CA.G.SC | 2007/02/08  | 14/17 | 82%        |
| JOSE           | 89_07D7C67AFAEF.G.SC | 2007/02/09  | 13/23 | 57%        |
| ODETTE DANSTER | 90_07D7C63EE55E.G.SC | 2007/02/09  | 15/18 | 83%        |

#### DETAILED REPORT PER SUPERVISOR

[Back](#) [Email Report](#)

### Agent Quality Summary per Supervisor

**BELINDA**

Dates Selected

2007/01/24 - 2011/03/25

Date Printed

2011/03/28 08:15:35

| Agent                     | Template          | Count | Total            | Percentage |
|---------------------------|-------------------|-------|------------------|------------|
| JOSE                      | DATATEX HELP DESK | 131   | 175/172344       | 75%        |
| JP                        | DATATEX HELP DESK | 2     | 6/11             | 73%        |
| ODETTE DANSTER            | DATATEX HELP DESK | 144   | 1072/2565        | 76%        |
| <b>Weighted Average</b>   |                   |       | <b>3737/4960</b> | <b>76%</b> |
| <b>Percentage Average</b> |                   |       |                  | <b>77%</b> |

#### SUMMARY REPORT PER SUPERVISOR

## 5.5 Blank review

You can print or email a blank copy of a template. The report includes all the categories, questions and answers associated with the template. You can use this report to do a manual review, or for self-assessment/review by the user. The scores associated with the question will not print; therefore the user will not be aware of the value of the question.

You can email the blank review and a recording to a user for self-assessment, or for training purposes. By doing self-assessments, you can determine whether the users are aware of the importance of certain critical questions. You can also print this report and use it as a training guide for new users.

### To run the report:

1. Click on the **'AQM Report'** dropdown menu and select **'Blank Review'**.
2. Click on the **'Template list'** dropdown box and select the required template.
3. Click on **'Preview'** to generate the report.

**On the reporting screen:**

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

Back Email Report

**CUSTOMER SERVICE REPRESENTATIVE - CALL ASSESSMENT**

Name: \_\_\_\_\_ Call Time: \_\_\_\_\_ Date: \_\_\_\_\_  
Call Assessment bench mark = 85% Result: \_\_\_\_\_ %  
C/S: \_\_\_\_\_ % S/R: \_\_\_\_\_ % SYS: \_\_\_\_\_ %

Template : SUPPORT

| 01-Call Structure               | Answer Type | Answer Points |
|---------------------------------|-------------|---------------|
| CORPORATE GREETINGS             | Y/NA/N      |               |
| PRODUCT & PROCEDURE KNOWLEDGE   | Y/NA/N      |               |
| QUERY / COMPLAINT SOLVED        | P/BA/A/AA/E |               |
| CLOSE                           | Y/N         |               |
| 02-Skills Required              | Answer Type | Answer Points |
| COMMUNICATION - LISTENING       | P/BA/A/AA/E |               |
| COMMUNICATION - QUESTIONING     | P/BA/A/AA/E |               |
| CUSTOMER CARE ATTITUDE          | Y/NA/N      |               |
| STRESS TOLERANCE (CALL CONTROL) | Y/NA/N      |               |
| VOICE CONTROL                   | Y/NA/N      |               |
| RELATIONSHIP BUILDING           | P/BA/A/AA/E |               |
| 03-SYSTEM ACCURACY              | Answer Type | Answer Points |
| ACCURATE CAPTURING              | Negative    |               |
| USE OF RESOURCES                | Negative    |               |

Assessed By : \_\_\_\_\_ Date : \_\_\_\_\_

Comments :  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*BLANK REVIEW*

**5.6 Strengths and weaknesses per user**

This report will reflect the strengths and weaknesses of a user. It is generated on all the reviews done for a user. The percentage used is the average score of a user, within each category.

It will indicate the specific category in which the user either achieved or experienced difficulty and if further training is necessary. With this report you can also determine whether the user is aware of the importance of certain categories.\*

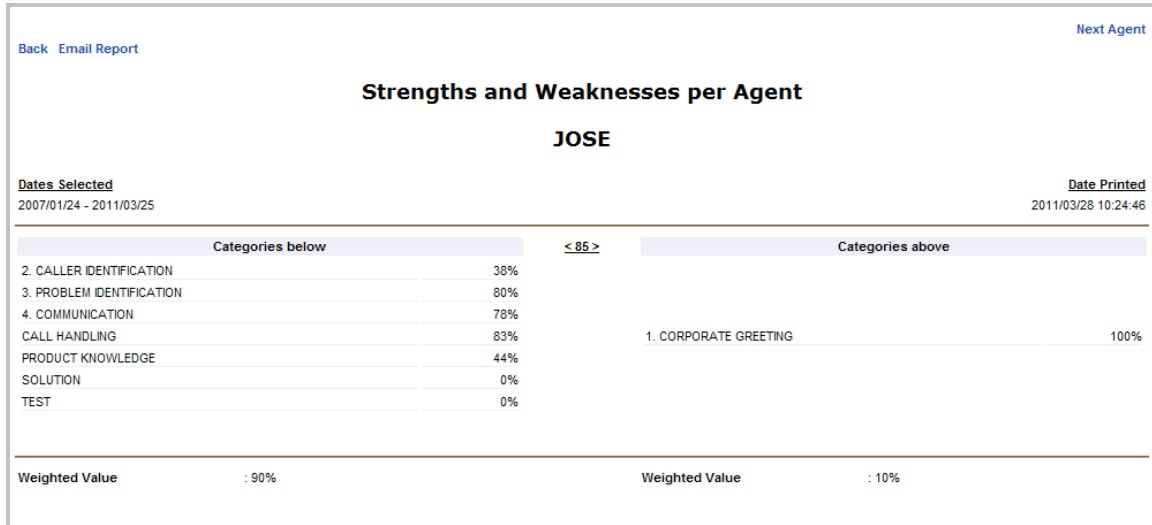
*\*A user might experience difficulty in one category only, but the value of that category might be 80% of the total score. You can now determine the category in which the user requires assistance and training.*

**To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'Strengths and weaknesses per user'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. In the **'Separator'** block, type the percentage or use the arrows to change. This percentage will distinguish between strength and a weakness.
4. In the **'User check list'**, tick the box of the user on whom you wish to report. You can select multiple users.
5. Click on **'Preview'** to generate the report.

**On the reporting screen:**

1. Click on **'Next user'** to view the report for the next user.
2. Click on **'Previous user'** to go back to the previous report.
3. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
4. Click on **'Back'** to return to the main reporting screen.



**STRENGTHS AND WEAKNESSES PER USER**

**5.7 Strengths and weaknesses per supervisor**

This report will indicate the strengths and weaknesses of a supervisor. This report is generated on all the reviews done by that supervisor. The percentage used is the average score given by the supervisor within each category.

This report will indicate the trends of a supervisor. You will determine whether the supervisor is aware of the importance of certain categories.\*

*\*A supervisor might experience difficulty in one category only, but the value of that category might be 80% of the total score. You can now determine the category in which the supervisor requires assistance and training.*

**To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'Strengths and weaknesses per supervisor'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. In the **'Separator'** block, type the percentage or use the arrows to change. This percentage will distinguish between strength and a weakness.
4. Click on the **'Supervisor list'** dropdown box and select the required supervisor.
5. Click on **'Preview'** to generate the report.

**On the reporting screen:**

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

Back Email Report

**Strengths and Weaknesses per Supervisor**  
**BELINDA**

Dates Selected 2007/01/24 - 2011/03/25 Date Printed 2011/03/28 10:27:18

| Categories below          |     | < 85 > | Categories above      |      |
|---------------------------|-----|--------|-----------------------|------|
| 2. CALLER IDENTIFICATION  | 39% |        | 1. CORPORATE GREETING | 100% |
| 3. PROBLEM IDENTIFICATION | 80% |        |                       |      |
| 4. COMMUNICATION          | 76% |        |                       |      |

Weighted Value : 90% Weighted Value : 10%

*STRENGTHS AND WEAKNESSES PER SUPERVISOR*

**5.8 Strengths and weaknesses per template**

This report will indicate the strengths and weaknesses within a template and is generated on all the reviews done on that template.

The report will determine the specific category, within a template, where the group needs training, as well as the value of each category.

**To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'Strengths and weaknesses per template'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. In the **'Separator'** block, type the percentage or use the arrows to change. This percentage will distinguish between strength and a weakness.
4. Click on the **'Template list'** dropdown box and select the required template.
5. Click on **'Preview'** to generate the report.

**On the reporting screen:**

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

### Strengths and Weaknesses per Template

#### SUPPORT

**Dates Selected**

2007/01/24 - 2011/03/25

**Date Printed**

2011/03/28 10:30:17

| Categories below   | < 85 > | Categories above |
|--------------------|--------|------------------|
| 01-Call Structure  | 73%    |                  |
| 02-Skills Required | 65%    |                  |
| 03-SYSTEM ACCURACY | 54%    |                  |

---

|                |        |                |      |
|----------------|--------|----------------|------|
| Weighted Value | : 100% | Weighted Value | : 0% |
|----------------|--------|----------------|------|

#### STRENGTHS AND WEAKNESSES PER TEMPLATE

### 5.9 User average performance vs. group average performance

You can compare the average performance of a user with the group average. This report is generated on a specific template and the scores are based on the averages achieved by the user and group on that template.

The report will also indicate the averages per category within that template. With this information, you can indicate the specific category in which the user performed, experienced difficulty or needs further training.

#### **To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'User average performance vs. group average performance'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Click on the **'Template list'** dropdown box and select the required template.
4. In the **'User check list'**, tick the box of the user on whom you wish to report. You can select multiple users.
5. Click on **'Preview'** to generate the report.

#### **On the reporting screen:**

1. Click on **'Next user'** to view the report for the next user.
2. Click on **'Previous user'** to go back to the previous report.
3. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
4. Click on **'Back'** to return to the main reporting screen.

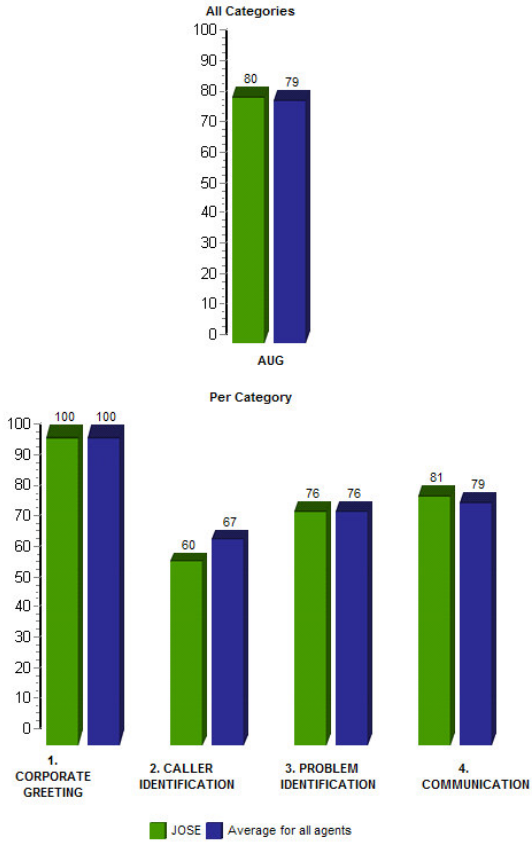
### Agent Average Performance VS Group Average Performance

JOSE

Dates Selected  
2007/08/01 - 2007/08/31

Date Printed  
2011/04/28 14:34:26

Template : DATATEX HELP DESK



USER AVERAGE PERFORMANCE VERSUS GROUP AVERAGE PERFORMANCE

## 5.10 User monthly performance vs. average performance

You can compare the average monthly performance of a user with the monthly group average. This report is generated on a specific template and the scores are based on the monthly averages achieved by the user and group on that template.

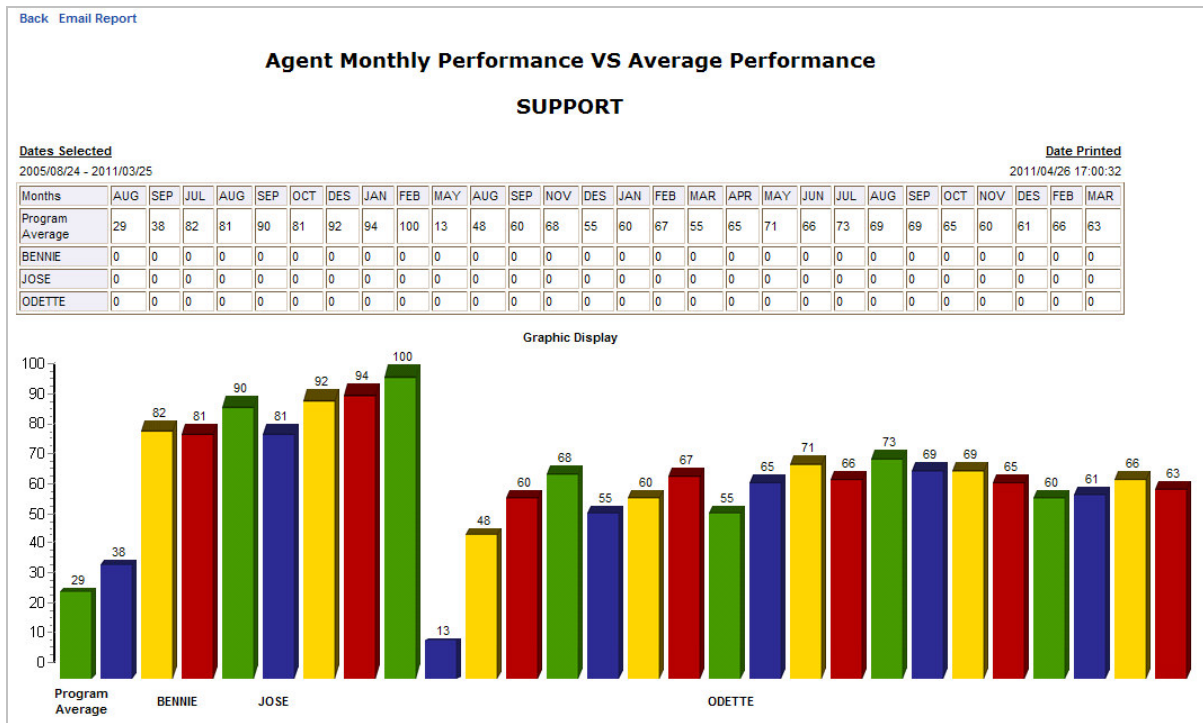
The report will indicate whether a user is consistent, will identify the best users in the group and determine which users are lowering the group average. With the monthly group averages, you can determine if the group as a whole has improved or not.

### To run the report:

1. Click on the **'AQM Report'** dropdown menu and select **'User monthly performance vs. average performance'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Click on the **'Template list'** dropdown box and select the required template.
4. In the **'User check list'**, tick the box of the user on whom you wish to report. You can select multiple users.
5. Click on **'Preview'** to generate the report.

### On the reporting screen:

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.





## 5.11 Individual user performance within categories vs. average

You can compare the average performance of a user or multiple users with the group average per category of a selected template. This report is generated on a specific template and the scores are based on the averages achieved by the user and group, per category on that template.

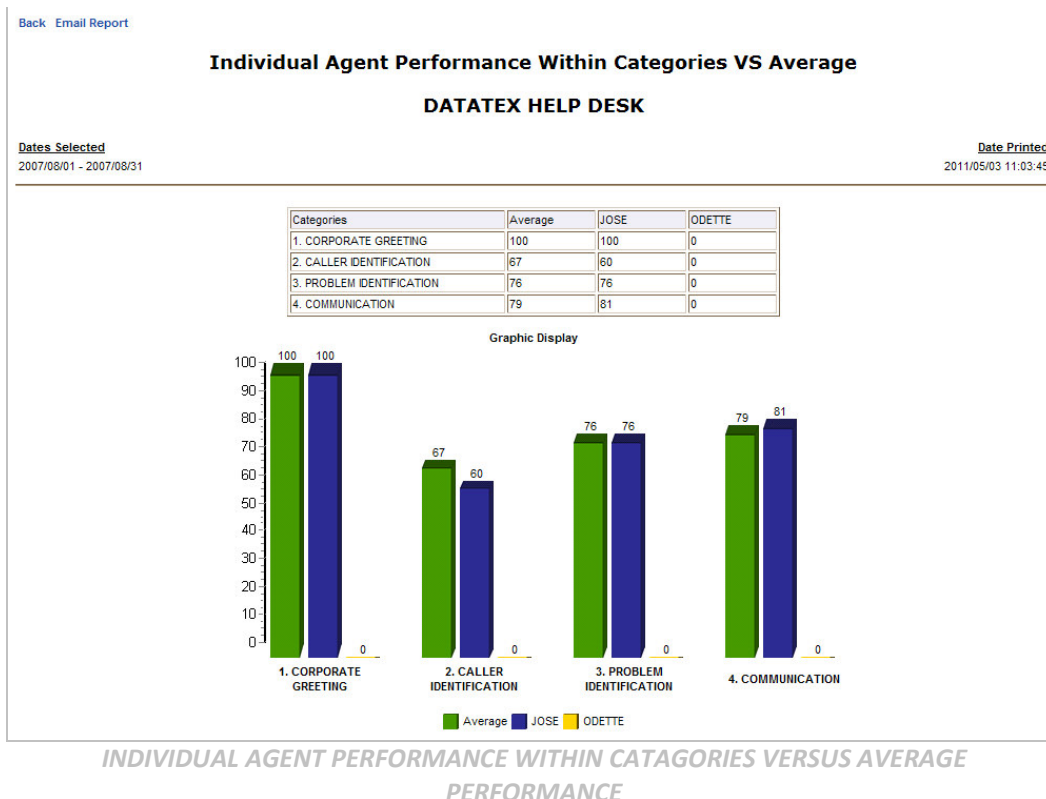
The report will indicate the specific category in which a user was below or above the group average.

### To run the report:

1. Click on the **'AQM Report'** dropdown menu and select **'Individual user performance within categories vs. average'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Click on the **'Template list'** dropdown box and select the required template.
4. In the **'User check list'**, tick the box of the user on whom you want to report. You can select multiple users.
5. Click on **'Preview'** to generate the report.

### On the reporting screen:

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.



## 5.12 Top 50 worst case scenarios

With this report you can establish the specific template, category or question in which the call centre succeeded or experienced difficulty. The scores used, are the averages for all reviews done on a template and are not user specific.

The default number of entries to be included in the report is 50. You can change this to any other number. (i.c. Show only the top 10 questions, categories or templates). To change the count, enter the new number in the available count section.

You can sort the information chronologically by the lowest scores achieved (worst) or by the highest scores achieved (best). Click on worst or best to select the report type.

This report is available per question, category or template.

### 5.12.1 Per question

The report will reveal the questions within the selected template. The total score and average percentage for the group are indicated per question.

With this information, you can identify whether the users are aware of the importance of a question, and whether they require explanation or training on a question.

(i.c. you have a template for the sales department which does telephonic transactions. One of the questions is the delivery address for the goods. You can now determine whether the users are aware of the importance of this question, as someone needs to phone the client back for this detail).

#### *To run the report:*

1. Click on the **'AQM Report'** dropdown menu and select **'Top 50 worst case scenarios'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Enter the number of entries you require in the **'Count'** block, or use the arrows to change.
4. Click on **'Worst'** or **'Best'** to select the **'Report type'**.
5. Click on the **'Worst type'** dropdown box.
6. Select **'Question'** from the dropdown box.
7. Click on the **'Template list'** dropdown box and select the required template.
8. Click on **'Preview'** to generate the report.

#### *On the reporting screen:*

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

## Top 50 Worst Case Scenario

### SUPPORT

**Dates Selected**

2007/01/24 - 2011/03/25

**Date Printed**

2011/03/28 11:08:43

| Question                           | Total     | Percentage |
|------------------------------------|-----------|------------|
| COMMUNICATION - QUESTIONING(P)     | 715/1380  | 52%        |
| QUERY / COMPLAINT SOLVED(P)        | 740/1380  | 54%        |
| COMMUNICATION - LISTENING(P)       | 740/1380  | 54%        |
| RELATIONSHIP BUILDING(P)           | 810/1380  | 59%        |
| ACCURATE CAPTURING(N)              | 1025/1380 | 74%        |
| USE OF RESOURCES(N)                | 1105/1380 | 80%        |
| STRESS TOLERANCE (CALL CONTROL)(P) | 560/690   | 81%        |
| PRODUCT & PROCEDURE KNOWLEDGE(P)   | 570/690   | 83%        |
| CUSTOMER CARE ATTITUDE(P)          | 575/690   | 83%        |
| VOICE CONTROL(P)                   | 610/690   | 88%        |
| CLOSE(P)                           | 290/315   | 92%        |
| CORPORATE GREETINGS(P)             | 640/690   | 93%        |
| <b>Average %</b>                   |           | <b>74%</b> |

#### TOP 50 WORST CASE SCENARIOS – PER QUESTION

### 5.12.2 Per category

The report will show the categories within the selected template. The total score and average percentage for the group are indicated per category.

With this information, you can identify whether the users are aware of the importance of a category, and establish whether they require training on a specific category.

(i.e. you have a template for the sales department. One category is on product knowledge and one is sales technique. You might have a scenario where the user knows the product, but does not have the selling skills required).

#### To run the report:

1. Click on the **'AQM Report'** dropdown menu and select **'Top 50 worst case scenarios'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Enter the number of entries you require in the **'Count'** block, or use the arrows to change.
4. Click on **'Worst'** or **'Best'** to select the **'Report type'**.
5. Click on the **'Worst type'** dropdown box.
6. Select **'Category'** from the dropdown box.
7. Click on the **'Template list'** dropdown box and select the required template.
8. Click on **'Preview'** to generate the report.

#### On the reporting screen:

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

[Back](#) [Email Report](#)

## Top 50 Worst Case Scenario

### SUPPORT

**Dates Selected**

2007/01/24 - 2011/03/25

**Date Printed**

2011/03/28 11:13:28

| Category           | Total            | Percentage |
|--------------------|------------------|------------|
| 03-SYSTEM ACCURACY | 750/1380         | 54%        |
| 02-Skills Required | 4010/6210        | 65%        |
| 01-Call Structure  | 2240/3075        | 73%        |
|                    | <b>Average %</b> | <b>64%</b> |

#### TOP 50 WORST CASE SCENARIOS – PER CATEGORY

### 5.12.3 Per template

The report will display all templates used for reviews. The total score and average percentage achieved per template are indicated.

With this information, you can identify the template in which the call centre is succeeding or requires training.

(i.e. you have three templates for the sales department. Each template is on a different product. You can now determine whether there is a lack of product knowledge).

#### **To run the report:**

1. Click on the **'AQM Report'** dropdown menu and select **'Top 50 worst case scenarios'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Enter the number of entries you require in the **'Count'** block, or use the arrows to change.
4. Click on **'Worst'** or **'Best'** to select the **'Report type'**.
5. Click on the **'Worst type'** dropdown box.
6. Select **'Question'** from the dropdown box.
7. Click on the **'Template list'** dropdown box and select the required template.
8. Click on **'Preview'** to generate the report.

#### **On the reporting screen:**

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

### Top 50 Worst Case Scenario

#### ALL TEMPLATES

| Dates Selected                 |            |            | Date Printed        |
|--------------------------------|------------|------------|---------------------|
| 2007/01/24 - 2011/03/25        |            |            | 2011/03/28 11:16:54 |
| Template                       | Total      | Percentage |                     |
| TELEPHONIC COMPETENCE          | 31/177     | 18%        |                     |
| NAMPAK                         | 10/26      | 38%        |                     |
| RUAN TOTAL FAIL                | 81/192     | 42%        |                     |
| HILTON                         | 40/90      | 44%        |                     |
| SALES                          | 1/2        | 50%        |                     |
| TEST_2_SCORE                   | 6/12       | 50%        |                     |
| DEMO -SUPPORT                  | 922/1750   | 53%        |                     |
| FOSCHINI                       | 58/98      | 57%        |                     |
| 01 SALES FUNNEL                | 87/150     | 58%        |                     |
| N3 TOLLS EVALUATION TEMPLATE   | 379/640    | 59%        |                     |
| DATATEX                        | 21/35      | 60%        |                     |
| KARIN TRAINING                 | 426/684    | 62%        |                     |
| RESERVATIONS3                  | 70/112     | 62%        |                     |
| HABARI/MEDIA                   | 6014/9170  | 66%        |                     |
| SUPPORT                        | 7000/10665 | 66%        |                     |
| DATATEX SUPPORT                | 1172/1759  | 67%        |                     |
| FIRST CALL RESOLUTION          | 180/270    | 67%        |                     |
| TIM                            | 74/111     | 67%        |                     |
| DATATEX SUPPORT TNG            | 28/41      | 68%        |                     |
| 1 JHB TRAINING                 | 10/23      | 70%        |                     |
| reservations4                  | 71/100     | 71%        |                     |
| DATATEX HELP DESK              | 6624/9055  | 73%        |                     |
| SERVICE REP                    | 18/23      | 78%        |                     |
| RESERVATIONS2                  | 31/39      | 79%        |                     |
| CS SALE (SS)                   | 83/103     | 81%        |                     |
| SERVICE REP(Z)                 | 23/27      | 85%        |                     |
| 02_CAPTURING IN MAGNUM         | 13/15      | 87%        |                     |
| AI CATFI TELEPHONIC COMPETENCE | 325/360    | 90%        |                     |
| RCI                            | 138/148    | 93%        |                     |
| RESERVATIONS                   | 45/48      | 94%        |                     |
| RUAN NEGATIVE                  | 63/65      | 97%        |                     |
| WIZZIT                         | 185/190    | 97%        |                     |
| Average %                      |            | 67%        |                     |

#### TOP 50 WORST CASE SCENARIOS – PER TEMPLATE

### 5.13 Supervisor Weekly Analysis

The report will display all templates used by a specific supervisor for reviews. The total score and average percentage given by the supervisor to users reviewed are indicated per template.

With this information, you can monitor the performance and service levels of the supervisor and whether users reporting to the specific supervisor were monitored consistently.

#### To run the report:

1. Click on the **'AQM Report'** dropdown menu and select **'Supervisor Weekly Analysis'**.
2. Select the **'Start date'** and **'Stop date'**. Select the year and month by using the arrows or dropdown menu. Click on the day to select the date.
3. Click on the **'Supervisor List'** dropdown box.
4. Select supervisors **'name'** from the dropdown box.
5. From the **'Template List'** choose the template to be reviewed
6. Click on **'Preview'** to generate the report.

#### On the reporting screen:

1. Click on **'Email report'** to send the report to an internal or external party. Enter the email address in the required field.
2. Click on **'Back'** to return to the main reporting screen.

[Back](#) [Email Report](#)

## Supervisor weekly analysis

**BELINDA**

**Dates Selected**

2007/10/01 - 2007/10/31

**Date Printed**

2007/11/15 11:34:15

| User            | 2007/10/01-2007/10/07 |            | 2007/10/08-2007/10/14 |           | 2007/10/15-2007/10/21 |           | 2007/10/22-2007/10/28 |           | 2007/10/29-2007/11/04 |           |
|-----------------|-----------------------|------------|-----------------------|-----------|-----------------------|-----------|-----------------------|-----------|-----------------------|-----------|
|                 | Week 1                |            | Week 2                |           | Week 3                |           | Week 4                |           | Week 5                |           |
| +JOSE           | 11                    | 71%        | 0                     | 0%        | 0                     | 0%        | 0                     | 0%        | 0                     | 0%        |
| +ODETTE DANSTER | 9                     | 74%        | 0                     | 0%        | 0                     | 0%        | 0                     | 0%        | 0                     | 0%        |
| <b>Totals</b>   | <b>20</b>             | <b>72%</b> | <b>0</b>              | <b>0%</b> | <b>0</b>              | <b>0%</b> | <b>0</b>              | <b>0%</b> | <b>0</b>              | <b>0%</b> |

### SUPERVISOR WEEKLY ANALYSIS

## 6. Personal supervisor settings

The supervisor can change settings to his login.

Click on the supervisor personal settings icon



**D** **DATATEX** **AMETHYST SUPERVISOR**

Supervisor : bennie

**Change Supervisor password**

Your password has been reset. Please enter a new password.

Old password:

New password:

Confirm password:

**Supervisor Timeout**

0:05:00

Timeout:

**Supervisor Predefined Searches**

**Display type**

Links  DropDown List

**Configuration**

None

Last 7 Days

Large History (eg This week, Last week, etc.)

Predefined Searches

**NameDate/TimeUserExtNumberDestinationDurationAQReferenceIOLineSubjectTagged**

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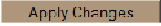
3E7F1B72-E60F-DA11-9574-001111B23E7F  
Supervisors: 50 Agents: 400


### PERSONAL SUPERVISOR SETTINGS

## 6.1 Supervisor timeout

The supervisor can set an automatic logout time. AMETHYST will disconnect the supervisor if there is no activity for the pre-defined period. This will prevent unauthorized parties from using the program, should the supervisor forget to log out.

## 6.2 Supervisor Pre -defined Searches

The supervisor can perform pre-define searches by selecting a display type and configuration. Once selected click on 

To view the results of the pre -defined search click on 

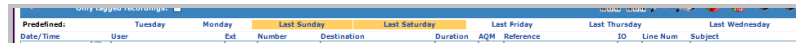
This ensures for fast access to specific searches used repeatedly, or on a regular basis.

### 6.2.1 Description of pre -defined search filters:

#### Display type

##### Links

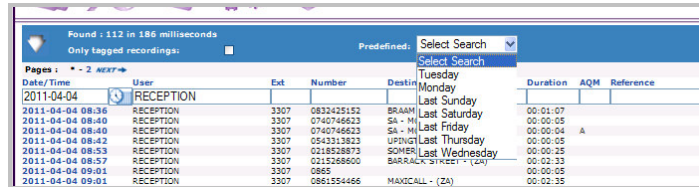
This display type will reveal your configuration selection in the form of links on your search screen



The screenshot shows a search results table with columns: Date/Time, User, Ext, Number, Destination, Duration, AQM, Reference, ID, Line Num, Subject. The 'Predefined' dropdown is set to 'Last Sunday'. The table contains one row of data.

##### Dropdown list

This display option will reveal your configuration selection in the form of a dropdown list on your search screen



The screenshot shows a search results table with columns: Date/Time, User, Ext, Number, Destination, Duration, AQM, Reference. The 'Predefined' dropdown is set to 'Select Search'. The table contains multiple rows of data.

#### Configuration

##### None

View all the recordings. No specified time period

##### Last 7 days


View all the recordings over past 7 days

##### Large history

View all the recordings over a larger history such as; this week, last week, this month, last month, this year and last year

##### Predefined searches

View all the recordings for a specified search field.

When selecting this option, simply complete the search field as preferred and click on 



The screenshot shows a form for adding predefined searches. It has columns: Name, Date/Time, User, Ext, Number, Destination, Duration, AQ, Reference, ID, Line, Subject, Tagged. There is a 'Delete' button next to the 'Tagged' column.

To remove a predefined search, click on 

## 7. Supervisor Logout



Click on the logout supervisor icon, to log out of AMETHYST.

*Thank you for deciding on AMETHYST, the premier voice recording solution.*

*Should you require technical support, please visit <http://forums.datatex.co.za>*

*For more information on telephony applications from Datatex Dynamics, visit our website [www.datatex.co.za](http://www.datatex.co.za)*