



JUSAN
INNOVATIVE CLOUD TECHNOLOGY

recall

RECALL

AGENT SCORING

USER GUIDE

Software Release 1.3.2.5



INDEX

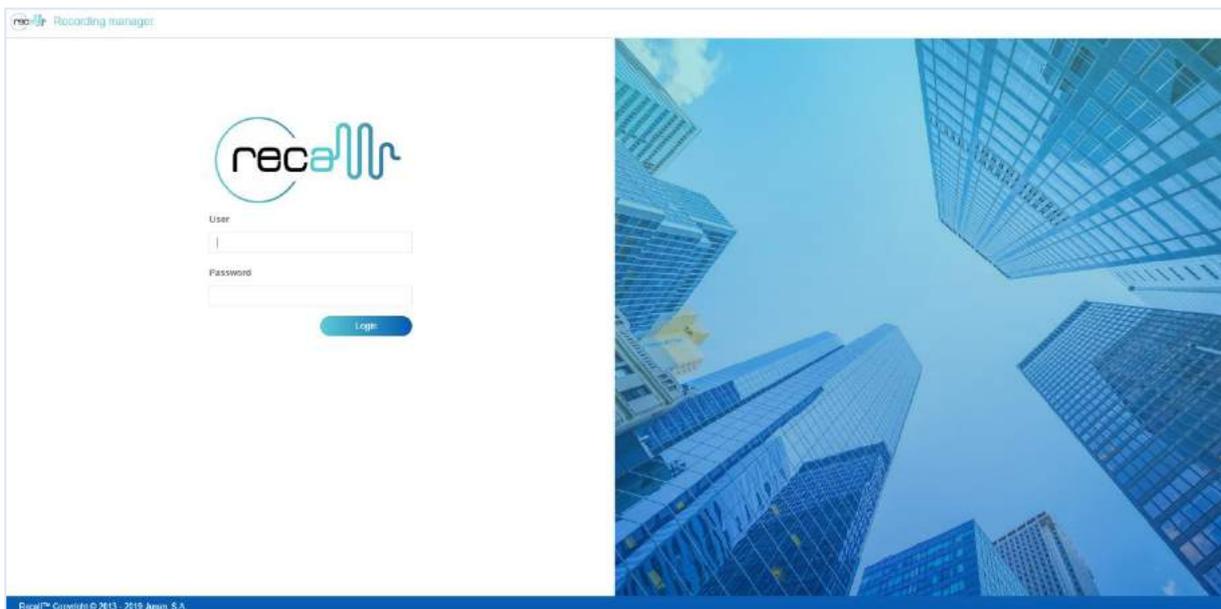
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1- INTRODUCTION

Recall Agent Scoring is an agent evaluation and scoring module that is available as an option of Recall call recording solution. Based on a series of quality indicators it allows the supervisor to analyse recordings and determine the level of service provided by an agent during a conversation.

Precise and exhaustive evaluation of conversations allows to monitor a series of pre-defined standards of service and adapt agent training and personnel evaluation programs accordingly.

Recall Agent Scoring is designed to increase the quality of service offered by your company or contact center.

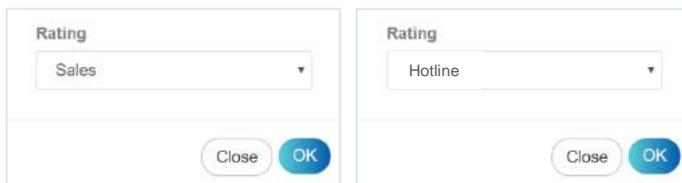
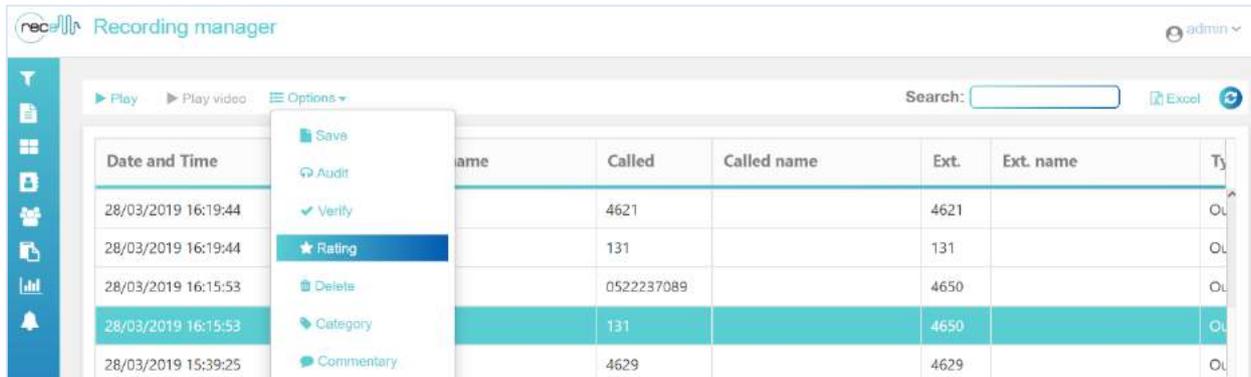


The screenshot displays the 'Recording manager' interface. On the left is a 'Filters' sidebar with various search criteria. The main area shows a table of call records with columns for Date and Time, Caller, Caller name, Called, Called name, Ext., Ext. name, Type, and Ring. The table contains 15 rows of data, with some rows highlighted in green. At the bottom, it indicates '1 of 152 pages (1012 items)'.

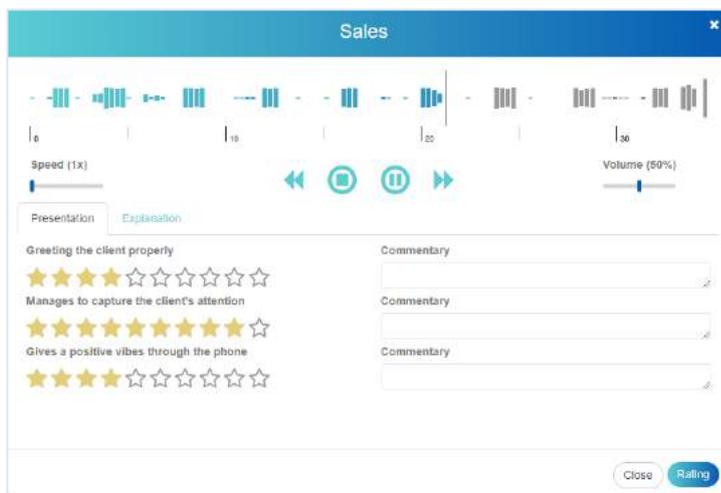
Date and Time	Caller	Caller name	Called	Called name	Ext.	Ext. name	Type	Ring
28/03/2019 16:19:46	4650		4621		4621		Outgoing	00:00:00
28/03/2019 16:19:44	4650		131		131		Outgoing	00:00:00
28/03/2019 16:15:51	4650		0523317063		4650		Outgoing	00:00:00
28/03/2019 16:15:50	4650		131		4630		Outgoing	00:00:00
28/03/2019 15:29:25	63304700		4629		4629		Outgoing	00:00:00
28/03/2019 13:32:45	4650		131		131		Outgoing	00:00:00
28/03/2019 13:32:45	4650		4629		4629		Outgoing	00:00:00
28/03/2019 13:32:45	4650		131		131		Outgoing	00:00:00
28/03/2019 14:56:24	3036		0546723223		5036		Outgoing	00:00:00
28/03/2019 14:56:24	3036		131		5036		Outgoing	00:00:00
28/03/2019 14:48:43	3036		050241256		3036		Outgoing	00:00:00
28/03/2019 14:48:43	3036		131		5036		Outgoing	00:00:00
28/03/2019 13:58:57	6747043078		4646		4646		Outgoing	00:00:00
28/03/2019 13:58:37	6747043078		131		131		Outgoing	00:00:00
28/03/2019 13:59:05	3056		0549790443		3056		Outgoing	00:00:00
28/03/2019 13:59:05	3056		131		5056		Outgoing	00:00:00
28/03/2019 13:25:11	635076603		606		606		Incoming	00:00:00
28/03/2019 13:25:11	635076603		131		131		Incoming	00:00:00
28/03/2019 13:25:11	635076603		4064		4064		Incoming	00:00:00

2- OPERATION

The supervisor can evaluate the agents using the management software and listen to recordings by clicking on the Options Rating button after having selected the call.



Select the evaluation form:



Listening to the conversations and agent evaluation are performed simultaneously while the form moves forward according to the script of the call, and the scores and ratings of the questionnaire are displayed on the same screen.

To finish the evaluation and save results, click on **Rating**.

The screenshot shows two overlapping windows. The main window, titled 'Sales', features a playback control bar at the top with a progress indicator and volume control. Below the controls are two tabs: 'Presentation' and 'Explanation'. The 'Explanation' tab is active, displaying three evaluation criteria with star ratings and text input fields for commentary:

- Gives a proper explanation of the product:** 10 yellow stars.
- Explains the benefits that the client has by acquiring the product:** 8 yellow stars and 2 grey stars.
- Manages to gain the client's trust:** 2 yellow stars and 8 grey stars.

At the bottom right of the 'Sales' window are 'Close' and 'Rating' buttons. The 'Confirm valuation' dialog box, which is semi-transparent, is overlaid on the right side. It contains the text: 'You are about to save this valuation with few data, this operation cannot be undone. Are you sure to proceed?' and has 'Close' and 'Rating' buttons at the bottom.

The screenshot shows the 'Edit' user configuration window. It contains several sections for user management:

- Name:** Input field with 'Jusan' entered.
- User:** Input field with 'Jusan' entered.
- New password:** Input field.
- Confirm password:** Input field.
- Change password:** Toggle switch set to 'Yes'.
- Delete calls:** Toggle switch set to 'Yes'.
- View categories:** Toggle switch set to 'Yes'.
- Add categories:** Toggle switch set to 'No'.
- Delete categories:** Toggle switch set to 'No'.
- Add names:** Toggle switch set to 'No'.
- Export:** Toggle switch set to 'No'.
- Playback:** Toggle switch set to 'No'.
- Add valoration forms:** Toggle switch set to 'No'.
- Rating calls:** Toggle switch set to 'Yes' (highlighted with a red box).
- Add comments:** Toggle switch set to 'Yes'.
- Manage contacts:** Toggle switch set to 'No'.
- Column:** A section with 'Available' and 'Selected' lists. The 'Available' list includes: Caller name, Called name, Ext. name, Type, Ring, Duration, Category. The 'Selected' list includes: Date and Time, Caller, Called, Ext.
- Query filter:** Input field at the bottom left.
- Close** and **OK** buttons at the bottom right.

To enable a user to perform a call evaluation, proper privileges must be configured for this user.

3- FORMS

Recall Agent Scoring lets you manage a wide range of questionnaires with various question models to measure and control the agents' performance. The evaluation forms can be designed, configured and modified via the Recall software itself to adapt to the specific needs of each evaluation or working group.



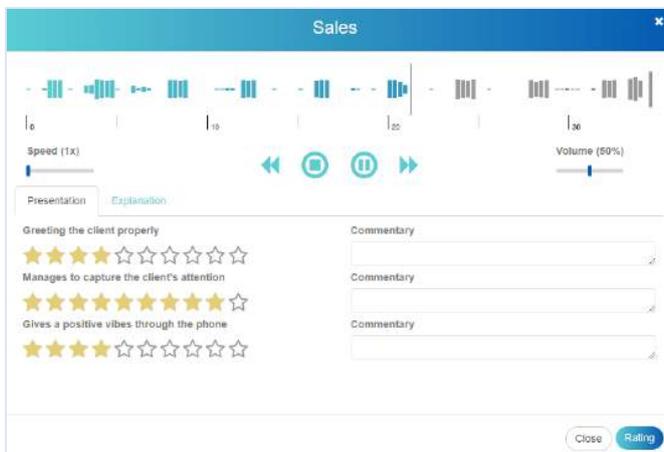
To add an evaluation form, click on the option **Evaluation Tools-Forms** and select **Add New**.



Add as many Question Groups as required.



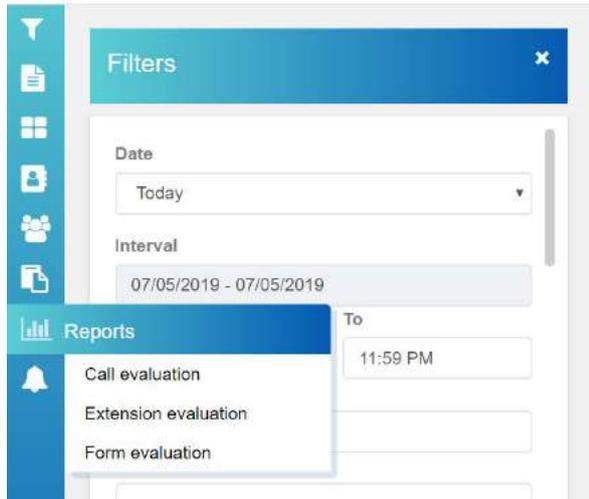
And as many Questions in each group as required.



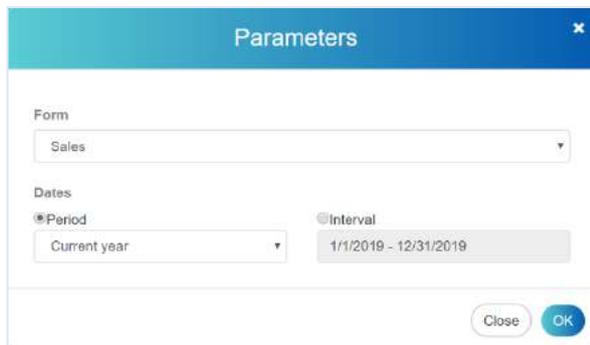
The form is then ready to use.

4- REPORTS

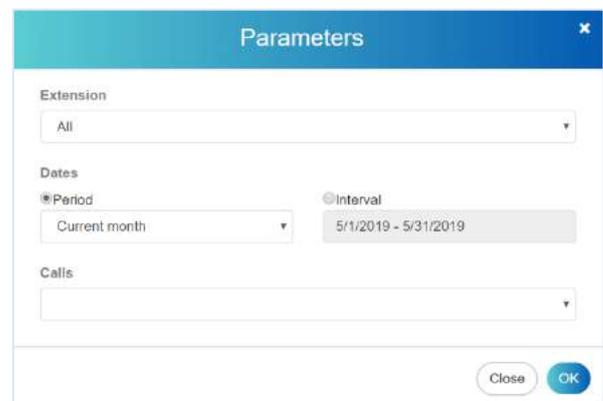
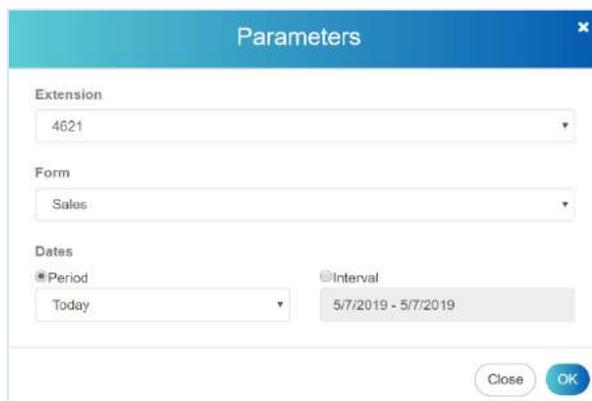
Recall Scoring provides analytical reports of the evaluations obtained by the agents to help in the company's future decision-making processes and contribute to its healthy growth and development.



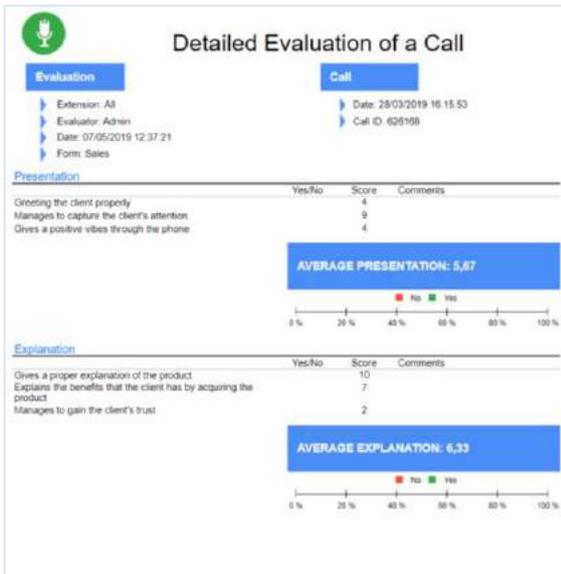
To execute a report, select Reports and then the desired one.



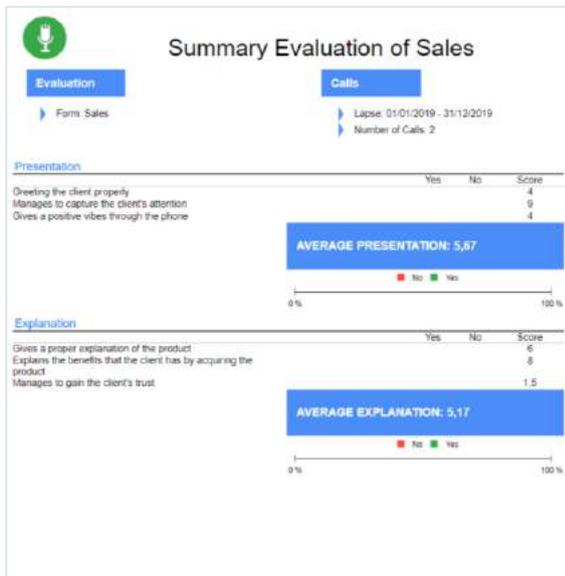
In the filter windows, select the extension, the agent and, if applicable, the call or form to be appraised, as well as the time period.



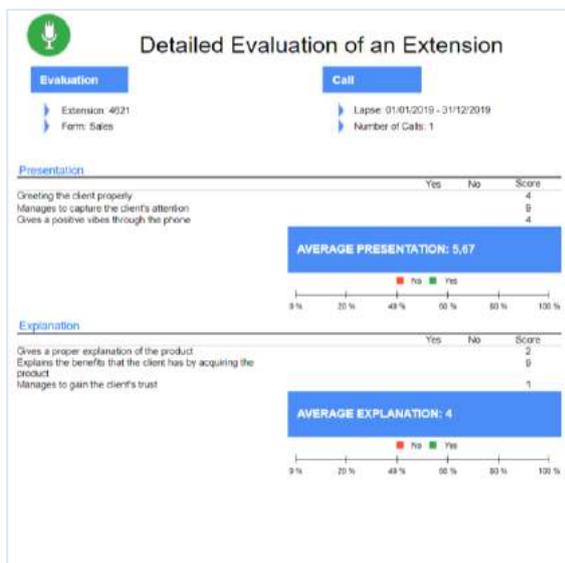
Press **OK** and then the report will appear.



Summarised call evaluation



Form evaluation



Summarised extension evaluation.

JUSAN S.A.

Jusan is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 40 countries and certified by top market players.

Jusan designs, sells and supports solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis, through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.

Windows is a trade mark of MICROSOFT CORPORATION

Reference: D505JUSUX01ES

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