

CXM 4.0

THE CXM FAMILY OF 4 ARCHITECTURE

4myCALLS/4myREVIEW/4myCOACH/4myCENTER/4myFEEDBACK



CXM 4myCALLS™

Co-nexus, Inc.
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FAMILY OF 4 ARCHITECTURE FOR TOTAL RECORDING SOLUTIONS

Capturing and analyzing interactions with your customers can only improve satisfaction levels and ultimately your bottom line. CXM from Co-nexus, Inc. contains the tools that you need for quality assurance, ensuring compliance and verifying information.

CALL CAPTURE COMPLETE RECORDING AND DOCUMENTATION CAPABILITIES

With CXM 4myCALLS™, telephone conversations and associated PC activity are automatically recorded and logically indexed for easy retrieval from any network PC. Using a simple web browser interface for administration you set the parameters for 100%, sampling, pre-determined, selective or data driven recording. Further, you can pinpoint agents that require data recording that is synchronized with the recorded phone call capturing all of the agents' PC activity, key strokes, data entry and screen navigation.

CXM is a scalable and flexible recording solution for traditional TDM, VoIP and blended telephony environments that can be configured to support single and multi-site organizations with centralized administration and data storage. Record triggers include CTI, D Channel, VOX and data driven business rules. Recordings are indexed with critical telephony based call details with the option of automatically attaching key customer identification tags such as order or account numbers. 4myCALLS™ uses open, industry standard platforms ensuring your business is not constrained to the expense and complexity of proprietary systems.

CUSTOMER EXPERIENCE MANAGEMENT

LISTEN AND LEARN A SIMPLE SOLUTION FOR RETRIEVAL AND PLAYBACK

4myCALLS™ utilizes a web browser client interface for call retrieval and playback eliminating the need for expensive client software loaded on supervisors' PCs. Recorded calls are replayed in standard WAV format with an option for encryption. Retrieving recordings is simple using either the CXM Quick or Advanced browsing engines. Supervisors, using CXM Live Monitor, have a visual indication of agents on calls and can listen to the live agent call without interrupting the recording. Reviewers can add notes to each recording with text annotations that become searchable criteria. Leading edge speech analytics can be applied to the recordings enabling reviewers to search calls based upon words and phrases.

THE BEST THINGS REALLY DO COME IN SMALL PACKAGES COMPRESSED DATA STORAGE AND ARCHIVE SYSTEM

4myCALLS™ from CXM utilizes high-speed storage media that can be configured in a RAID 5 format for maximum resiliency. All recordings are compressed maximizing storage space and minimizing network impact. Online storage is customizable to conform to the unique storage requirements of any business. Redundant power supplies and hot-swappable hard drives are available to minimize system downtime. 4myCALLS™ includes an automatic archive system supporting a variety of backup media that does not interfere with ongoing recording. Dual backup drives allow simultaneous archive and restore functionality.

FAMILY OF 4 THE CXM 4.0 SOFTWARE SOLUTION

4myCALLS™ is a flexible and scalable recording platform and an integral application in the CXM 4.0 software suite. This telephony and PC activity recording module can be enhanced with our other CXM 4.0 advanced applications including **4myREVIEW™**, our agent performance evaluation module, **4myCOACH™** the CXM remote agent coaching application, **4myCENTER™**, the CXM agents private virtual classroom and **4myFEEDBACK™**, the CXM customer satisfaction survey solution. The CXM Family of 4 architecture offers a comprehensive and cost effective recording solution for any size organization.

4myREVIEW™ is the CXM agent performance evaluation module that facilitates scoring to identify gaps in agent skill sets or failures to comply with company policies. CXM takes the most common supervisor tasks and makes them all accessible with a single mouse click. An unlimited number of customized grading forms can be created to evaluate agent interactions. CXM reports and graphs are available to summarize agent performance

and scoring calibration. By adding **4myFEEDBACK™**, your actual customers can participate in the process by completing pre-recorded satisfaction surveys that are linked with their recorded call.

4myCOACH™ is the CXM agent coaching and training module that assists call center supervisors in improving agent skill sets. Within the application libraries of learning are produced including sample calls, tests, training videos and bulletins. Supervisors can easily push the training material to a predefined group of agents or to an individual agent. Agents access their training material within the CXM **4myCENTER™** application.

4myCENTER™ is the agents' virtual classroom. Each agent can be assigned their own private portal where they access all of their CXM created training material. Within the application the agent can browse and listen to their recordings, grade their own calls, review calls that have been graded by supervisors, run reports on their performance over time, take tests, review training videos and read bulletins. **4myCENTER™** uniquely provides agents with real time access to training material enabling the agent to become part of the evaluation and training process.



CXM 4myCALLS™ ADVANCED SEARCH
Browse recorded calls by date, time, agent ID, extension, ANI, DNIS, skill, queue or unique customer data.

CXM 4myCALLS™ SEARCH RESULTS
Simple one click design enables supervisors to listen to a call, view PC screens, grade the call, email the call, save the call and/or add the call to a CXM Bucket.

Start Time	Agent Name	Call Direction	Call Duration	Disiald
1/2/2006 6:58:57 AM	Brian Daily	Inbound	00:00:31	
1/2/2006 9:37:05 AM	Brian Daily	Inbound	00:05:12	3902
1/2/2006 9:58:06 AM	Brian Daily	Outbound	00:08:37	3930
1/2/2006 11:24:32 AM	Brian Daily	Outbound	00:00:04	98325732413
1/2/2006 11:42:23 AM	Brian Daily	Inbound	00:01:06	3902
1/2/2006 11:59:07 AM	Brian Daily	Outbound	00:03:29	97139521630
1/2/2006 12:02:43 PM	Brian Daily	Outbound	00:01:57	918009322732
1/2/2006 2:00:03 PM	Brian Daily	Outbound	00:01:29	97132736800
1/2/2006 2:01:36 PM	Brian Daily	Outbound	00:00:24	97132736803
1/2/2006 2:02:14 PM	Brian Daily	Outbound	00:00:59	97132736800



CUSTOMER EXPERIENCE MANAGEMENT Wanna be part of the family? Call us for a free web demo.
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