

# eGain Email Quality Monitor

## An eGain Professional Services Solution

Worried about the quality of the emails your new recruits in the contact center are sending? eGain's email quality assurance solution can help.

### Benefits

- ▶ Ensure high quality of outbound email
- ▶ Increase customer satisfaction
- ▶ Gain insight into the job performance of each individual agent
- ▶ Ease agent training and feedback process

### Specifications

- ▶ For eGain Service, releases 6 & 7
- ▶ Works with all supported platforms, service packs, and databases
- ▶ Requires no additional software

**eGain Email Quality Monitor** raises the bar for your contact center's outbound email. Developed by eGain's Professional Services team as an optional module for the **eGain Service** suite of customer service software, eGain Email Quality Monitor adds a review step into your outbound workflow. It's a powerful tool for ensuring that your contact center produces accurate and polite responses to customers.

### How it works

The eGain Email Quality Monitor takes a random sampling of outgoing emails from each agent and flags them for quality control. You can choose to have the system flag more emails for less experienced users, in order to supervise their work more closely.

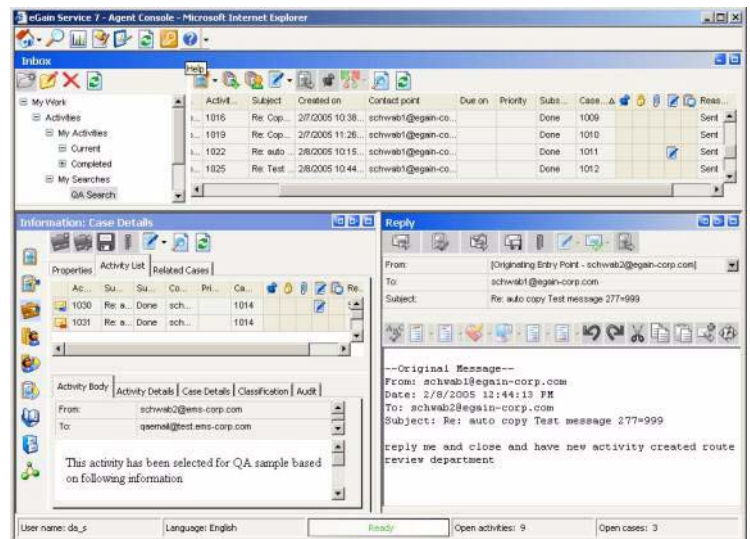
Once the emails have been flagged for review, the contact center manager (or other designated supervisors) can search and inspect all emails in a "pending review" state before sending them on to the customer.

Companies who currently use eGain Email Quality Monitor find that the module considerably improves the quality of their outbound email. Close monitoring that can be tailored to different agents' skill levels allows for more efficient training of new recruits.

### Features

The module includes the following components.

- ▶ A **quality assurance sampler custom rule** that marks an email as "pending review" based on a sampling rate that can be specified for each agent.
- ▶ An **outbound quality assurance workflow** that uses the sampling rule to select some outbound emails for review.
- ▶ A documented **email review process** that managers follow to complete the review.



### Package details

The package includes one day of installation and training. &