Product Name: Orecx Oreka QM Call Quality Monitoring Software
Manufacturer: Orecx
Model Number: -

Availability: In Stock

Orecx Oreka QM is a quality Monitoring system used for evaluation, feedback, and quantitative analysis

OrecX has a simple idea: Leverage the power of Open Source to provide customers with a voice recording application that's easy to install, use, and maintain, and develop an ongoing development platform that ensures a substantially lower cost structure than proprietary voice recorders.

Evaluate an agent's call.

Call evaluation standards can be customized to focus on key agent behaviors and activities, allowing managers to identify positive agent activities as well as specific areas needing improvement.

Provide specific feedback and coaching to agents.

Managers can review the call together with the agent, highlighting actual examples from the call to illustrate key learning points. Oreka QM also allows managers to create custom coaching agreements with specific performance goals.

Measure results over time and across multiple agents.

Oreka QM reports provide managers with unique insight into performance trends and training needs. This information is critical for informal call centers that typically do not have a high ratio of managers to agents.

Mission

• Develop an Open Source Community whose primary objective is to deliver a universal audio recording infrastructure.
• Build
a support and delivery model that enhances choice, increases flexibility and lowers costs for companies seeking to archive their communication interactions.

Recording calls should be affordable, easy & reliable

• We've been in the call recording industry since 1987. We know companies record calls for reasons that are important & vital to their business. We just never understood why it was so expensive to purchase, expensive to use & expensive to maintain a call recording system.

• We decided to build a call recording platform that was easy-to-use, easy-to-install & easy-to-maintain. We also decided to make it affordable, easy-to-buy.

• We have built a full-feature call recording platform that is 30%-70% less expensive than the competition. We've made recording calls affordable, easy & reliable.

• Receive the performance you expect from your recording solution and have money left over to spend on growing your business.

What Departments want!

• Easy installation & easy maintenance
• Use of their existing Servers & their preferred Operating System
• Unobtrusive packet-sniffing technology (no impact on their VoIP network)
• Support of centralized deployments and remote site recording (scalable & non-proprietary)
• Web-based solution

What CEOs Want!

• Quick ROI
• Affordable solution
• Meet compliance & risk obligations
• Improved customer service
• Increased employee productivity

Smaller, rapidly growing companies

• Seeking competitive advantage…less invested in legacy voice systems
• Dynamic Strategic Planning range - 3 to 6 months perhaps
• Appreciate flexibility and scaling of IP systems

Please note that the Orecx Oreka QM Call Quality Monitoring Software is an add on module for the Orecx TR Total Recorder
Please Enquire

Options available for Orecx Oreka QM Call Quality Monitoring Software :

Subscription

Orecx QM - Permanent License,   Orecx QM - 1 Year License.