



YOUR TRUSTED ADVISOR FOR
Remarkable Customer Experiences

Etech delivers next generation BPO solutions. A global minority owned business, Etech has created and trademarked how to turn your data into strategic insights. Leveraging the power of artificial plus human intelligence Etech enhances training and coaching to focus on critical behaviors creating improved customer experiences and shareholder value.

Etech's Servant Leadership Commitment

VISION

To make a remarkable difference for each other, our customers, and within our communities.

MISSION

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share.

Etech's Character Commitments

Team Work

Valuing people

Integrity

Adaptability

Creativity

Courage

Accountability

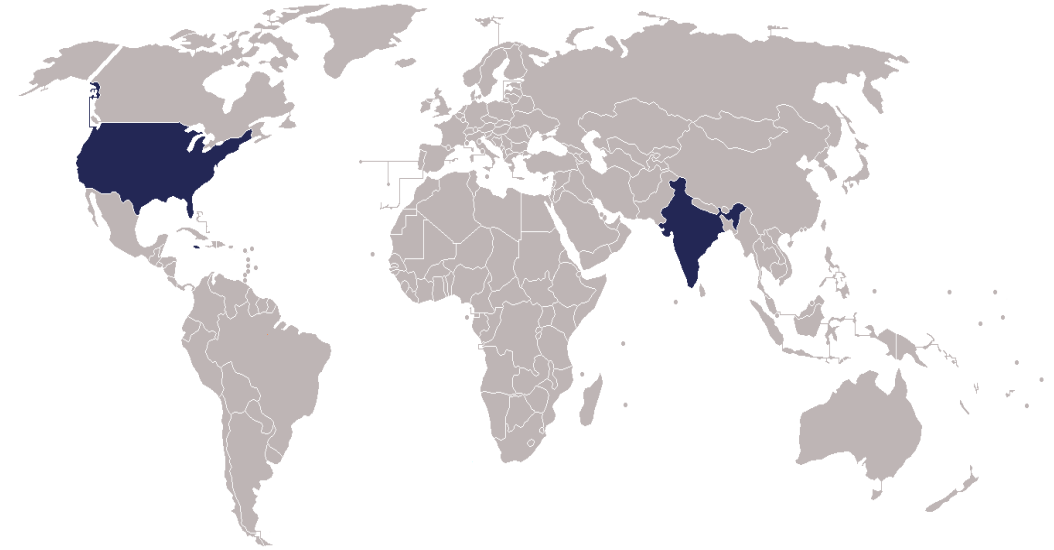
Humility

Communication

Positive Influence

Teachability

Vision



24/7/365 · Multilingual

*Etech's Global Locations
Minority Business Certified*

4,000+ Team Members Globally Providing Remarkable Customer Experiences Onsite and Remote

Nacogdoches, TX

Rusk, TX

Montego Bay, JA

San Antonio, TX

Houston, TX

Gandhinagar, GJ

Dallas, TX

Lufkin, TX

Vadodara, GJ

Etech Global Services – Our Journey

OUR STORY



OUR BUSINESS



Customer Engagement Solutions

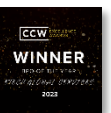
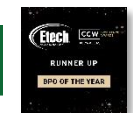
Inbound & Outbound Interactions, Chat, Sales, Service, and Tech Support



Automation-Driven Professional Services

Enterprise Product Development, Software Implementation, Process Automation Solutions, Workforce Management, Professional Services

OUR AWARDS





Matt Rocco,
Chief Executive Officer



Etech's Executive Leadership Team



Jim Iyob
Chief Customer Officer/President – ETS Labs



Gurudatt Medtia
Executive VP



Kaylene Eckels
President



Ronnie Mize
Chief Technology & Security Officer



Dr. Veronica Chimney
Chief HR Officer



Shawndra Tobias
Chief Data Strategy Officer



Guiding:

- Customer Success
- Global Development
- Professional Services
- Product & Software Dev.
- Project Management
- AI & Analytics

Directing:

- Offshore Planning, Execution & Management
- Business Operations

Executing:

- Business Operations
- Organizational Excellence
- Learning & Development
- Talent Acquisition

Leading:

- Enterprise Security
- Incident Response Team
- Compliance
- Technology

Facilitating:

- Global Labor Relations
- Compensation & Benefits
- Employee Engagement
- Leadership Development

Optimizing:

- Leads Data Strategy
- Drives operations execution
- Optimizing continuous improvement



How QEval Improves Customer Experiences?

AI-Powered CX Intelligence

- Unified Data
- Surgical Analytics
- Predictive Insights

Elevate Agent Performance

- 110+ Real-time Reports
- Targeted Coaching Tools
- Proven ROI Within 60 Days

Consistent Customer Delight

- Data-driven Quality Monitoring
- Effortless Omnichannel Experiences

Key Benefits



Customer Experience

Monitor and evaluate agent interactions, identify areas for improvement, provide feedback, and ensure consistent adherence to quality standards.



Agent Performance

Provide targeted coaching and training to agents based on their individual strengths and weaknesses.



Compliance Monitoring

Ensure that call center agents are complying with regulatory requirements for call handling and data privacy, reducing the risk of non-compliance penalties.



Contact Center Efficiency

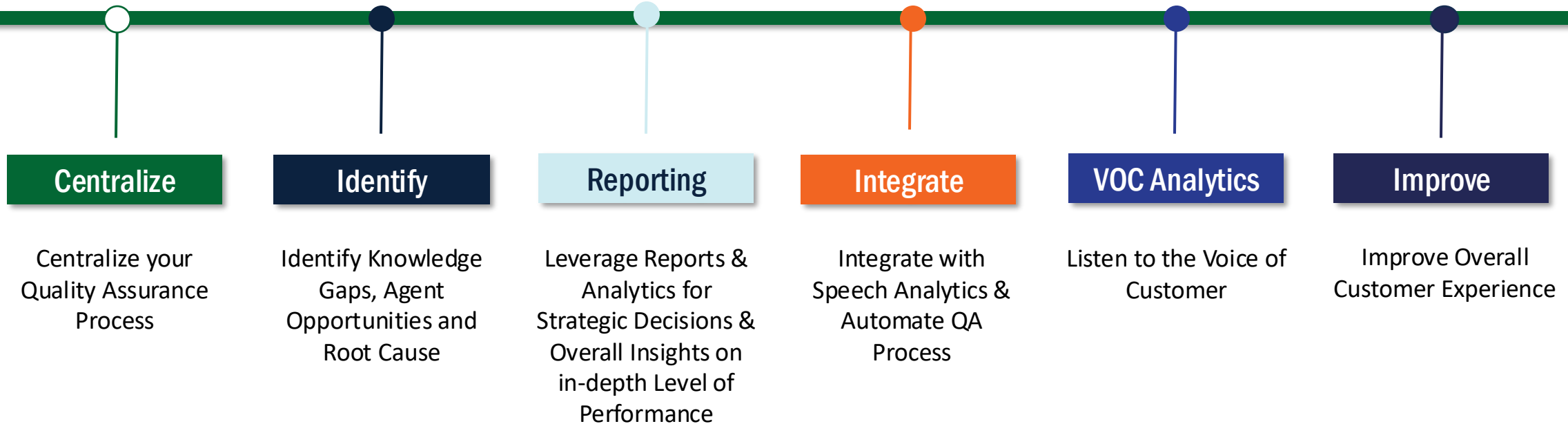
Automatically score and evaluate agent interactions based on predefined criteria, ensure script adherence, reduce errors and maintain consistent & efficient service delivery.



Surgical Insights

Demolish data silos to deliver actionable intelligence and prescribe next best actions at every level for tangible improvement.

QEval Journey to Build the Future of Contact Center Quality



Improve Client Retention

Identify Market Insights

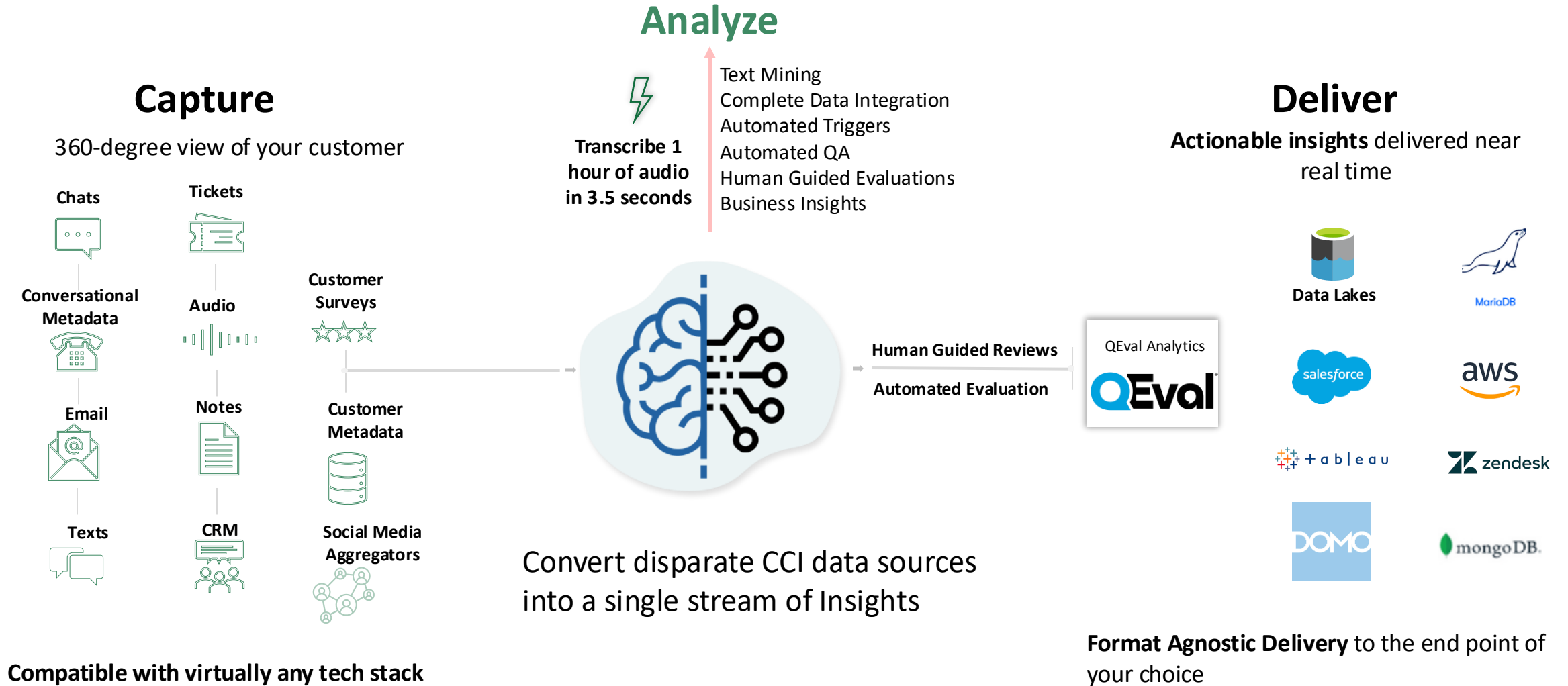
Distinguish and Quantify Coaching Needs

Actionable Insights into CX and Business Opportunities



Etech's Conversational Analytics Drives Business Results

Trusted by industry leaders — with over 1 billion customer interactions processed.



No More Data Silos.

Software Agnostic - Integration and Optimization Capabilities

Conversational AI & Speech Analytics

NICE nexidia

OBSERVE AI

CallMiner **8x8**

VERINT **VOCI**

CALABRIO™

GENESYS creova

Floatbot®

uniphore

CONVIN

Agent Coaching & Knowledge Base

symtrain Axonify
Because Practice Makes Profits

ProProfs **N**

Procedure *Flow*

Customer Relationship Management

zendesk **Adobe**

salesforce **Salesmate**

Freshsales **HubSpot**

CCaaS

NICE inContact

GRUPO NGN **twilio**

ZOH Unify®

AVAYA **RingCentral**

dialpad **BLING**

LiveAgent

talkdesk PureCloud

CRESTA

Real-Time Accent Neutralization

sanas

CX Management

Medallia

qualtrics^{XM}

InMoment

GetFeedback

SurveyMonkey®

Open APIs for Zero Effort Integrations - Compatible with any Tech Stack

People Driven Automated Conversation Mining

Intelligent Speech/Text Layer



Custom models & tuning makes us the **most accurate transcription engine for you**

Speaker Emotions, Sentiment, Overtalk etc. delivered near real time

```

"emotion": "Positive",[NO TITLE FOUND]
"source": "sample1.wav",
"confidence": 0.8, 5 "utterances": [
  {
    "emotion": "Positive",
    "confidence": 0.8,
    "end": 6.48,
    "sentiment": "Positive",
    "sentimentex": [ [NO TITLE FOUND]
      [ 3, 0 ], [NO TITLE FOUND]
      [ [ "+", 1, [ 1, 4 ] ],[NO TITLE FOUND]
        [ "+", 1, [ 6, 9 ] ],
        [ "+", 1, [ 10, 14 ] ] ]
    ],
  }

```

```

"app_data": {
  "agent_clarity": "0.708",
  "agent_emotion": "Positive",
  "client_emotion": "Improving",
  "overall_emotion": "Positive",
  "client_gender": "male",
  "client_clarity": "0.689",
  "duration": "0:29:49",
  "diarization": 2,
  "agent_channel": 0,
  "url": "http://server:3000/fileDet",
  "overtalk": "0.359",
  "agent_gender": "female",
  "silence": "0.831"
}

```

Out-of-vocabulary (OOV) Tuning

Auto Punctuation

Number Transcoding

Text & Audio

Redaction

Speaker Separation

Acoustic Emotion

Emotional Intelligence

Sentiment Analysis

Confidence Scores

Agent ID

Music Detection

Overtalk

Silence

Credit Card Detection

Global Language Coverage

Audio Stream Connector

Platform Integrations

Auto-Corrections

Custom Language Model

Custom Acoustic Model

Language Identification

(LID)



Prescriptive Insights Layer



1000's of prebuilt libraries | Vertical specific and built using more than **1 Billion minutes** worth of data



Applications/Queries – Regex inspired operator based custom rule building capabilities

Examples:

& AND, - exclude, / OR, * Wildcard,
 ? Single Character Wildcard, ~n nth word,
 ~t Speaker Turn, ^ Start location, \$ end location,
 ~s<n/~s<n AFTER/BEFORE first n second,
 ~e>n/~e<n colocation



Out of box applications to generate data from Day 1 on:

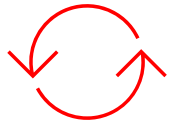
Customer Effort
 Customer Sentiment Drivers
 Contact Center Capacity
 Agent Effort
 Ease of Support
 Repeat Contact
 Churn Indicators
 to name a few



No Black/Grey Box Algorithms | Easy to use...No Code Application Rules which can be modified in matter of minutes

Lowest Total Cost of Ownership

360° Contact Center Performance Management



Intelligent Topic Mining

Identify, repeat contacts, reason for contact, contact trends, pattern shifts in near real time to identify customer effort, isolate impact points and implement corrective actions in the moment



Complete Knowledge Sync

360 Degree view into performance with self serve Behavior monitoring customized for FTR to identify agent response patterns that do not match the ideal state, indicating a knowledge gap, tech stack utilization patterns among teams/agents/vendors, survey responses, handle time etc



Automated Compliance Monitoring

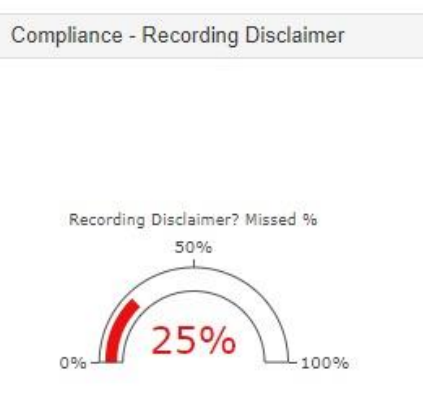
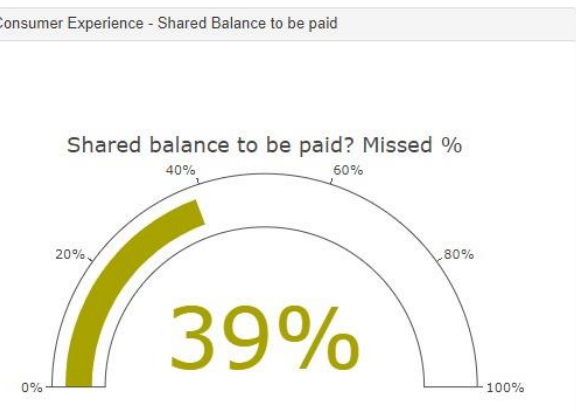
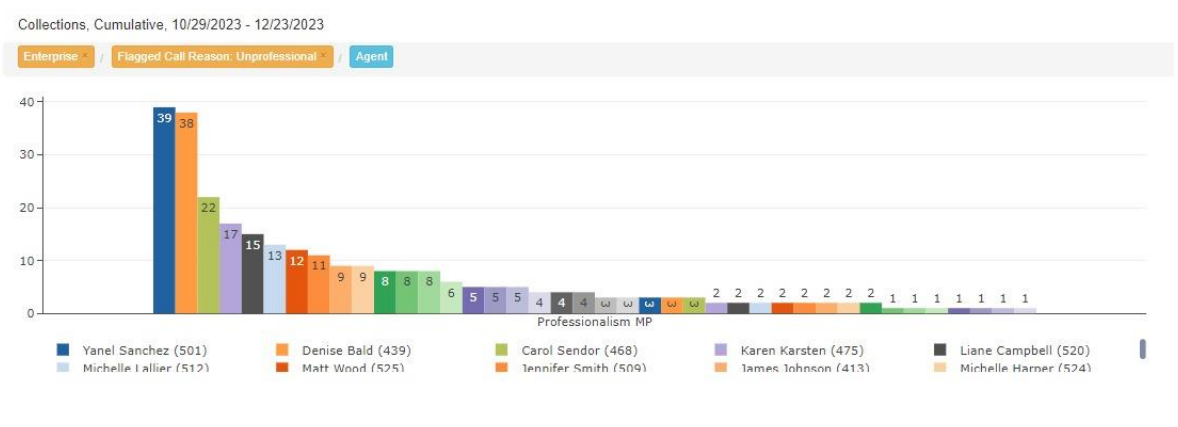
Compliance Audit on 100% of the customer interaction insuring we are identifying compliance issues in near time, triggering self education actions to the agents within moments of a call being taken instead of weeks old feedbacks



Data Driven Hybrid QA

Allocate Human Guided Reviews automatically to QA Team based on predefined triggers like Sentiments, Silence Time, AHT, Conversation topics like Truck Roll etc.

Get 360 Insights Dashboards Tailored to Your Contact Center



Interactive Dashboards for Supervisors and Agents



Supervisor Dashboard: Analytical Trends for Team Performance

Agent Dashboard: Individual Performance Monitoring



Digital Agent Training and Performance Management

Edit Training
✕

Client Name *

Select Client

Program Name *

Select Program

Training Text *

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15 Live Chat Tips to Improve Customer Engagement

1. Respond Quickly

- Aim to greet the customer within 10 seconds of initiating chat.
- Use auto-greetings sparingly to maintain a human touch.

2. Use a Friendly Tone

- Begin with a warm welcome and end with appreciation.
- Use emojis cautiously to match the brand's tone.

3. Personalize the Conversation

- Use the customer's name if available.
- Reference their specific query or product of interest.

Browse

File Name

Track and Analyze Coaching Process

Provide Detailed Feedback

Tactical Overall Coaching Summary

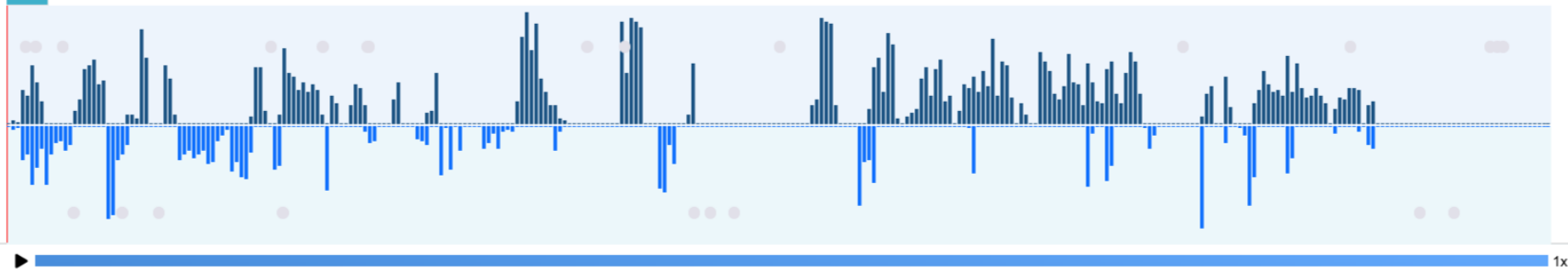
| | | | | | |
|------------|----------------------------|----------|-------|-------------|----------------|
| Date Range | 5/1/2025 To 5/31/2025 | Location | Texas | Client Name | Etech Wireless |
| Program | Voice Automated Audit V1.0 | Partner | All | Agent | All |
| Supervisor | All | | | | |

Excel
CSV
Subscribe

| Total Coaching | Reviewed | Not Reviewed | Successful | Unsuccessful | Upcoming Follow Up | Follow Up Past Due Date |
|----------------|----------|--------------|------------|--------------|--------------------|-------------------------|
| 89 | 39 | 45 | 14 | 5 | 39 | 6 |



AI Call Summary for 100% Customer Interactions



Transcript Interaction Events Interaction Summary Metadata

00:02 - 00:06 ⓘ

Agent: Thank you for calling Etech. My name is Quinn. May I have your first and last name, please?

00:07 - 00:09 ⓘ

customer: Yes. My name is Jeff Seckley. How are you?

00:10 - 00:11 ⓘ

Agent: I'm doing fine, Jeff. How are you?

00:12 - 00:16 ⓘ

customer: Good. Good. Thank you, ma'am. Ma'am, sorry. What is your name? Sorry.

00:16 - 00:17

Agent: Quinn?

00:18 - 00:34 ⓘ

customer: Quinn. Yes. Quinn, I'd like to ask you a question. Sorry. You know I've got this to I've got a Etech. Right? A slingshot. So this is this coverage plan. You know, you get the twelve months, the twenty four months, and the thirty six months.

00:19 - 00:19

Agent: Yes.

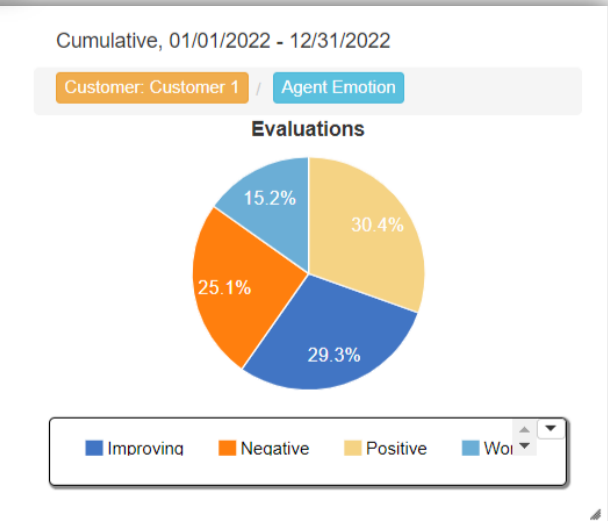
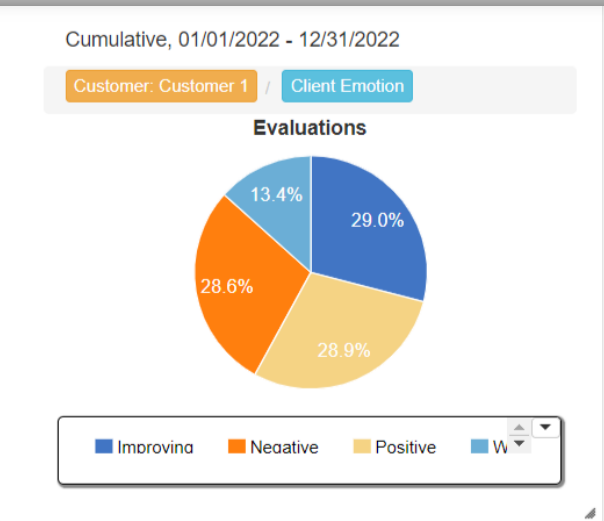
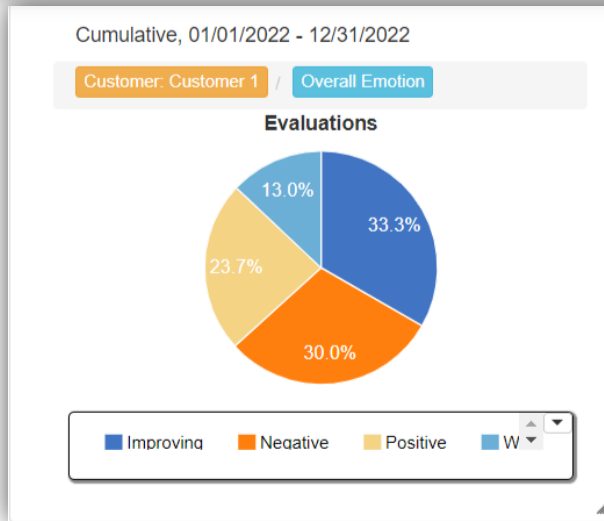
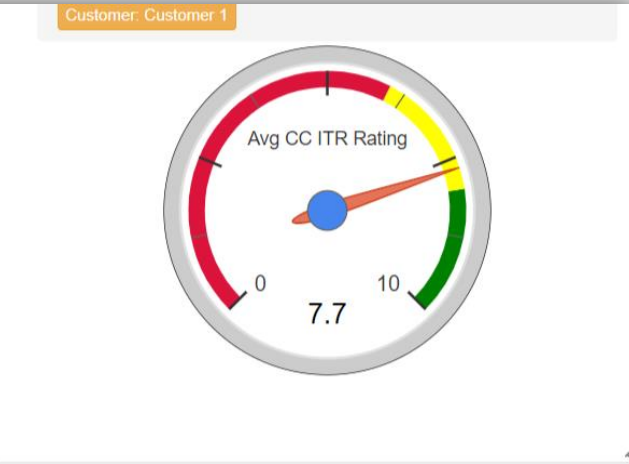
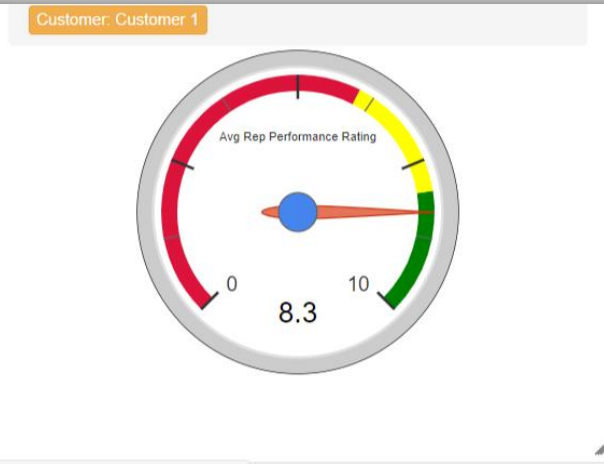
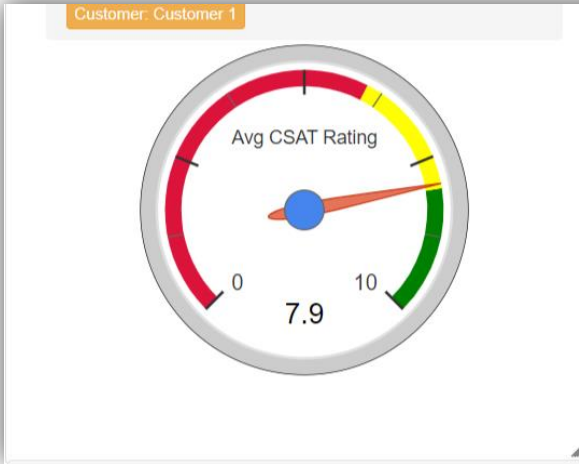
00:31 - 00:32

Agent: Mhmm.

Measure Customer Emotions and Satisfactions on 100% of Interactions

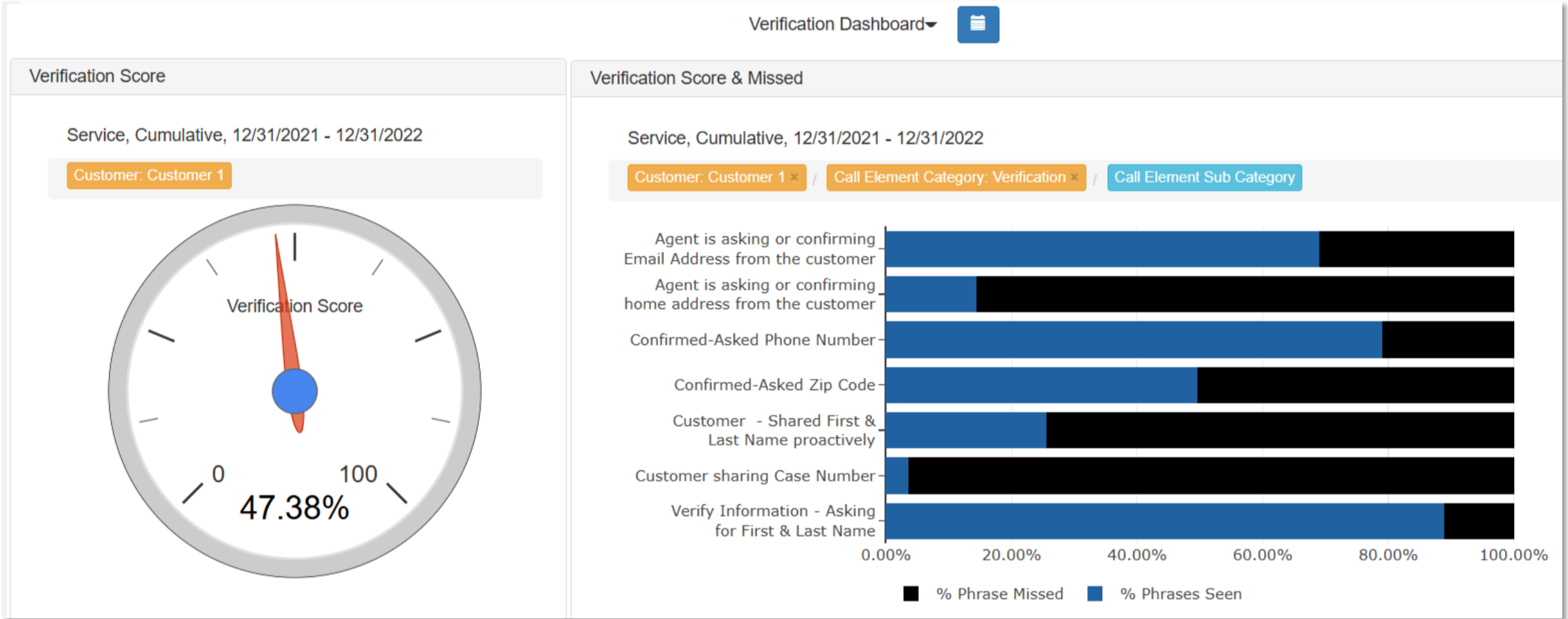
Empower your team to take control of customer satisfaction and drive positive change.

Dive into multidimensional data and explore every angle, navigating from high-level insights to granular details at the click of a button.



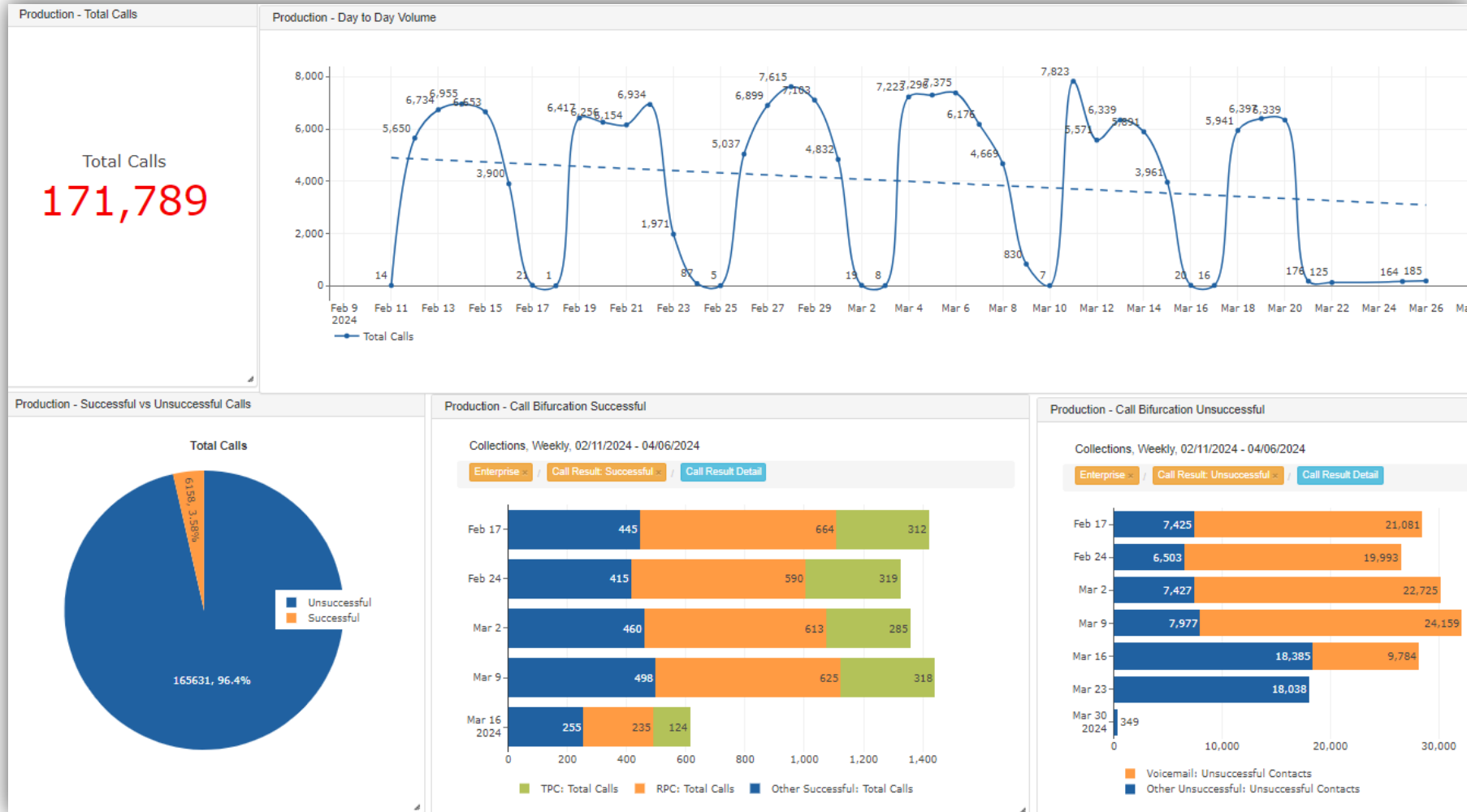
- Track sentiment on every call as it happens and identify impact of solutions on overall customer experience.
- This will identify areas for improvement and drive positive change.

Monitor Compliance on 100% Interactions



- With real-time Compliance Dashboard, QEval Analytics helps you stay ahead of potential issues and proactively address any concerns.
- Helping you to deliver exceptional customer service and drive business success.

Get Rid of Data Silos



- Consolidate all contact center metrics into one refined tool for a comprehensive view of operational performance, instead of relying on siloed data from multiple applications.

Agent Coaching & Training Report

Tactical Agent level Report

Date Range: 5/1/2025 To 5/31/2025 Location: Texas Client Name: Etech Wireless
 Program: Voice Automated Audit V1.0 Partner: All Agent: All
 Supervisor: All

[Excel](#) [CSV](#) [Subscribe](#)

| Program Name | Supervisor Name | Agent Name | Avg. Score | Total Evaluation | Total Coaching | Reviewed | Not Reviewed | Successful | Unsuccessful | Upcoming Follow Up | Follow Up Past Due Date | Last Coaching E |
|----------------------------|------------------|-------------------|------------|------------------|----------------|----------|--------------|------------|--------------|--------------------|-------------------------|-----------------|
| Voice Automated Audit V1.0 | Michelle Harpers | Alex Williams (a) | 90.46 | 187 | 56 | 34 | 19 | 10 | 4 | 19 | 0 | 05/28/2025 |
| Voice Automated Audit V1.0 | Michelle Harpers | Melica Jarrett | 72.92 | 10615 | 12 | 1 | 11 | 1 | 0 | 6 | 5 | 05/14/2025 |
| Voice Automated Audit V1.0 | David Klein | Clinton Clarke | 74.86 | 3890 | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 05/05/2025 |
| Voice Automated Audit V1.0 | Anne Sophie | Donneisha Kisena | 75.53 | 461 | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 05/21/2025 |

Track Training & Coaching Summary for all Agents on a Single Screen

Training Report

Date Range: 5/1/2025 To 5/31/2025 Client Name: Etech Wireless Evaluation Form Name: 01. Voice Automated Audit V1.0
 Program: Voice Automated Audit V1.0

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Did the FC present any Save Attempt? (Critical Business Requirement Alert) Refund of Member Credit was not offered without giving any Save Attempt to retain the member. (Business Requirement Ale

| Agent Name | Total Evaluation | Done | Pending | Done |
|-------------------|------------------|------|---------|------|
| Alex Williams (a) | 19 | 22 | 1540 | 2 |
| Jevaughn Jaggon | 15 | 0 | 15 | 0 |
| Melica Jarrett | 8218 | 6 | 8212 | 0 |
| Tiffanie Walters | 8 | 0 | 8 | 0 |
| Donneisha Kisena | 461 | 7010 | 725 | 0 |



Track Agent Coaching & Measure Outcome

Information

Strength * Strength Parameter *

Select Select +

| Strength | Strength Parameter |
|----------|---|
| GREETING | Did the FC use correct brand name and identify himself/herself? |

Opportunity * Opportunity Parameter * Severity

Select Select Level 0 +

| Opportunity | Opportunity Parameter | Severity Levels |
|-------------|--|-----------------|
| CLOSING | Did the FC offer additional assistance before ending the call? | Level 0 |

Feedback * Follow Up Date * Actual Date of Follow Up

Good call, did greeting well, however need to ensure further assistance is offered 05/13/2025 5/7/2025 6:27:59 AM

Identify & Track Strength and Opportunity Parameters Easily

No More Circle Coaching - Document and Close Loop Coaching Sessions

DFM close-loop

Coachee * Improvement in KPI * Opportunity Status *

Select Improvement in KPI Select +

| Coachee | Improvement in KPI | Opportunity Status |
|------------------------------------|--------------------|----------------------|
| Alex Williams (a)(D000018)(Accept) | I agree | 5/6/2025 10:15:38 AM |

| Coachee | Coachee Commitment | Digital Signature |
|------------------------------------|--------------------|----------------------|
| Alex Williams (a)(D000018)(Accept) | I agree | 5/6/2025 10:15:38 AM |



Measure Coaching Impact with Direct Agent Feedback

Self Review / Coach Review

Self Review Coach Review

Coaching Rating (Please rate coaching on scale of 1-5 where 1 indicates worse and 5 indicates best)

- 1-No Impact (No feedback provided)
- 2-Low Impact (Identified missed opportunities but no coaching provided)
- 3-Some Impact (Identified missed opportunities and provided general feedback)
- 4-Moderate Impact (Missed opportunities identified & some specific coaching recommendations provided)
- 5-High Impact (Missed opportunities identified, specific coaching / skill transfer / role play, and results have improved)

Get Agent Feedback on Coaching sessions with Supervisor Confidentially

| Supervisor Name | Total Evaluation | Total Reviewed | Coach Reviewed | Guided Coaching Rate | Self Reviewed | Coaching Rating | QA Score | GREETING | CONCERN | RETENTION | RESOLUTION DETAILS | CONVERSATION | CLOSING |
|------------------|------------------|----------------|----------------|----------------------|---------------|-----------------|----------|----------|---------|-----------|--------------------|--------------|---------|
| Anne Sophie | 4346 | 4346 | 2054 | 47.26 | 2292 | 3.96 | 22.23% | 89.97% | 84.97% | 53.33% | 57.1% | 93.27% | 75.36% |
| David Klein | 570 | 570 | 270 | 47.37 | 300 | 4.18 | 45.05% | 84.21% | 83.68% | 52.5% | 41.11% | 90.79% | 74.21% |
| Leo Dangallo | 30089 | 30086 | 14652 | 48.7 | 15434 | 3.79 | 16.29% | 89.28% | 78.84% | 49.76% | 49.25% | 91.31% | 75.82% |
| Lupe Hernandez | 5936 | 5931 | 2897 | 48.85 | 3034 | 3.75 | 25.19% | 85.98% | 84.24% | 50.82% | 55.14% | 93.44% | 75.93% |
| Melissa Wood | 1031 | 1031 | 470 | 45.59 | 561 | 3.34 | 43.23% | 79.73% | 81.72% | 53.25% | 41.04% | 90.32% | 74.1% |
| Michelle HarperS | 7897 | 7894 | 3893 | 49.32 | 4001 | 3.69 | 22.09% | 87.13% | 79.33% | 51.18% | 53.26% | 94.08% | 72.2% |

Overall Performance Summary

Overall Program QA Score

| | | | | | |
|------------------|---------------------------|----------------------|--------------------------------|-------------------------|-------|
| Date Type | Call/Chat Date | Date Range | 5/1/2025 To 5/31/2025 | Total Evaluation | 49913 |
| Client Name | Etech Wireless | Evaluation Form Name | 01. Voice Automated Audit V1.0 | Auto Failure Evaluation | 36837 |
| Sub Program Name | Etech Wireless Subprogram | Program | Voice Automated Audit V1.0 | Location | Texas |
| Agent | ALL | Supervisor | ALL | Partner | ALL |

Excel CSV Subscribe

| | Maximum Points | Total Possible Point | Total Scored | Performance(%) | Performance Bar | Status |
|---|----------------|----------------------|----------------|----------------|------------------------------------|--------|
| GREETING | | | | | | |
| Did the FC use correct brand name and identify himself/herself? | 1.00 | 49912 | 44046.5 | 88.25% | <div style="width: 88.25%;"></div> | ● |
| Section Average | | 49912 | 44046.5 | 88.25% | <div style="width: 88.25%;"></div> | ● |
| CONCERN | | | | | | |
| Did the FC acknowledge/reassure the member that their needs will be met? | 1.00 | 49912 | 32689.5 | 65.49% | <div style="width: 65.49%;"></div> | ● |
| Did the FC ask how they maybe of assistance today (if reason was not previously shared) | 1.00 | 49912 | 47290.5 | 94.75% | <div style="width: 94.75%;"></div> | ● |
| Section Average | | 99824 | 79980 | 80.12% | <div style="width: 80.12%;"></div> | ● |
| RETENTION | | | | | | |
| Did the FC present any Save Attempt? (Critical Business Requirement Alert) | 3.00 | 149736 | 30237 | 20.19% | <div style="width: 20.19%;"></div> | ● |
| If not shared already, did the FC ask the reason for cancellation? (Member Experience Alert) | 2.00 | 49608 | 40233 | 81.10% | <div style="width: 81.10%;"></div> | ● |
| Refund of Member Credit was not offered without giving any Save Attempt to retain the member. (Business Requirement Alert) | 2.00 | 49608 | 49542 | 99.87% | <div style="width: 99.87%;"></div> | ● |
| Was the Save Attempt relevant to the reason for cancellation? (Member Experience Alert) | 2.00 | 43774 | 19523 | 44.60% | <div style="width: 44.60%;"></div> | ● |
| Section Average | | 292726 | 139535 | 47.67% | <div style="width: 47.67%;"></div> | ● |
| RESOLUTION DETAILS | | | | | | |
| Did the FC explain how member can utilize the member credit? | 1.00 | 5330 | 2380.5 | 44.66% | <div style="width: 44.66%;"></div> | ● |
| Did the FC explain how member enrolled into VIP Membership? (Member Experience Alert) | 1.00 | 5330 | 2213 | 41.52% | <div style="width: 41.52%;"></div> | ● |
| Did the FC explain the different tiers for redeeming RPs? | 1.00 | 33 | 16.5 | 50.00% | <div style="width: 50.00%;"></div> | ● |
| If applicable, did the FC completely inform about earning credits by referring a friend? (per the policies of BU) | 1.00 | 2942 | 2317 | 78.76% | <div style="width: 78.76%;"></div> | ● |
| If Grace Skip provided, did the FC set clear expectation that the account is being skipped as a gesture of goodwill and that member will have to skip the next months between first 5 days? | 3.00 | 261 | 226.5 | 86.78% | <div style="width: 86.78%;"></div> | ● |
| Whenever shared, was the correct time frame of skipping shared? | 2.00 | 32838 | 16775 | 51.08% | <div style="width: 51.08%;"></div> | ● |
| Section Average | | 46734 | 23928.5 | 51.20% | <div style="width: 51.20%;"></div> | ● |

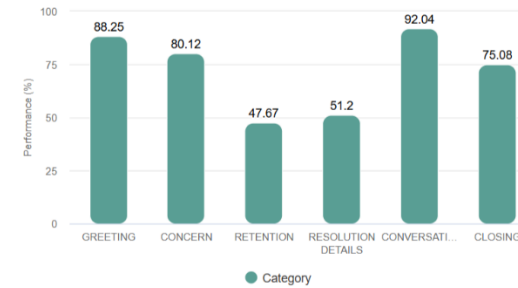
CONVERSATION

| | | | | | | |
|---|------|---------------|---------------|---------------|------------------------------------|---|
| Did the FC avoid dead air in the call? | 1.00 | 49912 | 45183 | 90.53% | <div style="width: 90.53%;"></div> | ● |
| Did the FC thank/apologize the member for being on hold? | 2.00 | 16306 | 13472 | 82.62% | <div style="width: 82.62%;"></div> | ● |
| FC did not ask for a detail which was already shared by the member previously. (Member Experience Alert) | 2.00 | 99824 | 98777 | 98.95% | <div style="width: 98.95%;"></div> | ● |
| FC never behaved/talked in an unprofessional manner? (Member Experience Alert) | 3.00 | 149736 | 149199 | 99.64% | <div style="width: 99.64%;"></div> | ● |
| Whenever applicable, did the FC show empathy by using empathetic/sympathetic words? (Member Experience Alert) | 3.00 | 66267 | 45015 | 67.93% | <div style="width: 67.93%;"></div> | ● |
| Section Average | | 382045 | 351646 | 92.04% | <div style="width: 92.04%;"></div> | ● |

CLOSING

| | | | | | | |
|--|------|---------------|---------------|---------------|------------------------------------|---|
| Did the FC offer additional assistance before ending the call? | 1.00 | 49912 | 37472 | 75.08% | <div style="width: 75.08%;"></div> | ● |
| Section Average | | 49912 | 37472 | 75.08% | <div style="width: 75.08%;"></div> | ● |
| QA Scores Without Auto Failure | | 921153 | 676608 | 73.45% | <div style="width: 73.45%;"></div> | ● |
| QA Scores With Auto Failure | | | | 20.83% | <div style="width: 20.83%;"></div> | ● |

Section Average



Customizable Reporting at all Levels of Leadership

| Supervisor Level4 | Supervisor Level3 | Supervisor Level2 | Supervisor Level1 | QA Score Without Autofail | QA Score With Autofail | | |
|----------------------|-------------------|---------------------|----------------------|---------------------------|------------------------|---------------|---------------|
| Girin Jung | | Shu Phean Low | | 36.67% | 36.67% | | |
| | | | Christopher | 66.19% | 66.19% | | |
| | | | Kean | 63.16% | 63.16% | | |
| | | | Yee Wern | 59.6% | 59.6% | | |
| | | | Andrea | 68.68% | 68.68% | | |
| | | | Wern Totaal | 63.96% | 63.96% | | |
| | | Total | 63.96% | 63.96% | | | |
| | Victor | | | | 100% | 100% | |
| | | | | Kateryna | 71.1% | 71.1% | |
| | | | | Glenn | 77.73% | 77.73% | |
| | | | | Jessica | 70.74% | 70.74% | |
| | | | | Total | 72.95% | 72.95% | |
| | | Donell | | | | 66.67% | 66.67% |
| | | | | | Julio | 70.72% | 70.72% |
| | | | | | Alexis | 71.2% | 71.2% |
| | | | | | Donell Total | 70.18% | 70.18% |
| | | Victor Total | 71.33% | 71.33% | | | |
| | Chuck | | | | 61.36% | 61.36% | |
| | | | | Total | 61.36% | 61.36% | |
| | ChuckTotal | 61.36% | 61.36% | | | | |
| Timothy | | | Vidar | 67.24% | 67.24% | | |
| | | | Total | 67.24% | 67.24% | | |
| | | | Timothy Total | 67.24% | 67.24% | | |
| Dagfinn Total | 69.64% | 69.64% | | | | | |
| Jeremy | | Hege | Sarguna | 76.86% | 76.86% | | |
| | | | Hege Total | 76.86% | 76.86% | | |
| | | Alex | Thor | 70.13% | 70.13% | | |

Track Performance through all Levels of the Organization

Workload Assignment

Edit Workload Contact

Client Name: Customer
Program Name: Sales Report

WorkLoad Contact Name: Customer_Sales

Filter: Select Filter
Filter Value: Select

| Filter Value | Action |
|--------------|--------|
| 10 | Delete |

Update Cancel

Data-Driven Workload Allocation

- Create Workload Group
- Add Workload Contact
- Assign Work Queue

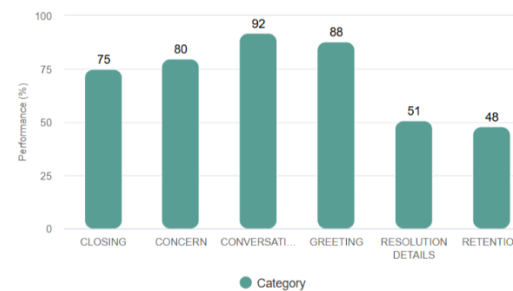
Program Summary Report by Agent

Select User
Joel Haughton

| Agent | Max Point | Total Possible Point | Total Scored | Performance | Performance Bar | Status |
|---|-----------|----------------------|--------------|---------------|------------------------------------|--------|
| Total Evaluation: 3981 AutoFailure Evaluation: 3061 | | | | | | |
| Joel Haughton | | | | | | |
| GREETING | | | | | | |
| Did the FC use correct brand name and identify himself/herself? | 1 | 3981 | 3548 | 89.12% | <div style="width: 89.12%;"></div> | ● |
| Section Average | | 3981 | 3548 | 89.12% | <div style="width: 89.12%;"></div> | ● |
| CONCERN | | | | | | |
| Did the FC acknowledge/reassure the member that their needs will be met? | 1 | 3981 | 3197 | 80.31% | <div style="width: 80.31%;"></div> | ● |
| Did the FC ask how they maybe of assistance today (if reason was not previously shared) | 1 | 3981 | 3872 | 97.26% | <div style="width: 97.26%;"></div> | ● |
| Section Average | | 7962 | 7069 | 88.78% | <div style="width: 88.78%;"></div> | ● |
| RETENTION | | | | | | |
| Did the FC present any Save Attempt? (Critical Business Requirement Alert) | 3 | 11943 | 2124 | 17.78% | <div style="width: 17.78%;"></div> | ● |
| If not shared already, did the FC ask the reason for cancellation? (Member Experience Alert) | 2 | 3812 | 3336 | 87.51% | <div style="width: 87.51%;"></div> | ● |
| Refund of Member Credit was not offered without giving any Save Attempt to retain the member. (Business Requirement Alert) | 2 | 3812 | 3812 | 100% | <div style="width: 100%;"></div> | ● |
| Was the Save Attempt relevant to the reason for cancellation? (Member Experience Alert) | 2 | 3372 | 1788 | 53.02% | <div style="width: 53.02%;"></div> | ● |
| Section Average | | 22939 | 11060 | 48.21% | <div style="width: 48.21%;"></div> | ● |
| RESOLUTION DETAILS | | | | | | |
| Did the FC explain how member can utilize the member credit? | 1 | 427 | 246 | 57.61% | <div style="width: 57.61%;"></div> | ● |
| Did the FC explain how member enrolled into VIP Membership? (Member Experience Alert) | 1 | 427 | 220 | 51.52% | <div style="width: 51.52%;"></div> | ● |
| Did the FC explain the different tiers for redeeming RPs? | 1 | 1 | 0 | 0% | <div style="width: 0%;"></div> | ● |
| If applicable, did the FC completely inform about earning credits by referring a friend? (per the policies of BU) | 1 | 195 | 159 | 81.54% | <div style="width: 81.54%;"></div> | ● |
| If Grace Skip provided, did the FC set clear expectation that the account is being skipped as a gesture of goodwill and that member will have to skip the next months between first 5 days? | 3 | 30 | 30 | 100% | <div style="width: 100%;"></div> | ● |
| Whenever shared, was the correct time frame of skipping shared? | 2 | 3340 | 1862 | 55.75% | <div style="width: 55.75%;"></div> | ● |
| Section Average | | 4420 | 2517 | 56.95% | <div style="width: 56.95%;"></div> | ● |

| CONVERSATION | | | | | | |
|---|---|--------------|--------------|---------------|------------------------------------|---|
| Did the FC avoid dead air in the call? | 1 | 3981 | 3541 | 88.95% | <div style="width: 88.95%;"></div> | ● |
| Did the FC thank/apologize the member for being on hold? | 2 | 1768 | 1700 | 96.15% | <div style="width: 96.15%;"></div> | ● |
| FC did not ask for a detail which was already shared by the member previously. (Member Experience Alert) | 2 | 7962 | 7878 | 98.94% | <div style="width: 98.94%;"></div> | ● |
| FC never behaved/talked in an unprofessional manner? (Member Experience Alert) | 3 | 11943 | 11919 | 99.8% | <div style="width: 99.8%;"></div> | ● |
| Whenever applicable, did the FC show empathy by using empathetic/sympathetic words? (Member Experience Alert) | 3 | 5337 | 4437 | 83.14% | <div style="width: 83.14%;"></div> | ● |
| Section Average | | 30991 | 29475 | 95.11% | <div style="width: 95.11%;"></div> | ● |
| CLOSING | | | | | | |
| Did the FC offer additional assistance before ending the call? | 1 | 3981 | 3228 | 81.09% | <div style="width: 81.09%;"></div> | ● |
| Section Average | | 3981 | 3228 | 81.09% | <div style="width: 81.09%;"></div> | ● |
| QA Scores Without Auto Failure | | 74274 | 56897 | 76.6% | <div style="width: 76.6%;"></div> | ● |
| QA Scores With Auto Failure | | | | 18.32% | <div style="width: 18.32%;"></div> | ● |

Section Average



Measure Agent Summary On A Single Screen



Improve Sales with QEval

Methodology

Listen: Data Ingestion

Unstructured data is ingested in layers for further processing



Identify: Mapping and Processing

Data Scientists review the calls to identify relevant behavior & add business insight rules



Analyze: Impact Analysis

Etech's A.I Engine provided intelligent data output on trends and patterns using 150+ unique categories and scripts



Improve: Agent Analytics

Speech Analytic Engine was integrated with the Scorecard



Predict: Deeper Insights

Etech's Data Scientists refine large data sets into actionable insights



Business Challenges

- **Drive Top Line Revenue**
 - Increase Sales Conversion
 - Reduce Cancellations
- **Improve CX**
 - Reduce Customer Effort: Hold Time
 - FCR, Educating the Customer / Self-Serve
 - Improve CSAT Scores
- **Improve Operational Effectiveness**
 - Calls Handled
 - AHT

Breakdown In-scope – Broker Level

*Data showcases brokers who have handled more than 15 calls.

| Bottom 5 Performers | | | |
|---------------------|----------|---------|-------|
| Broker Name | In-Scope | Pitched | Sales |
| Nicole Slavin | 97 | 18 | 0 |
| Anessia Samuel | 108 | 17 | 0 |
| Karen Simpson | 55 | 14 | 0 |
| Christopher Gill | 83 | 12 | 0 |
| Karen Washington | 119 | 12 | 0 |

| Top 5 Performers | | | |
|-------------------------|----------|---------|-------|
| Broker Name | In-Scope | Pitched | Sales |
| Christine Thompson | 45 | 25 | 3 |
| Jasmine Williams | 46 | 18 | 2 |
| Khairunissa Punja | 95 | 18 | 2 |
| Pauline Cornwall | 169 | 32 | 2 |
| Lakisha Smith-Valentine | 136 | 43 | 1 |

Easy one-click view of all your agents!!

Document Map

- ProgramSummaryReportByAgen
- Abdullatif Natar
- Adriana Esquivel
- Aishat Ojo
- Albert Taylor
- Alecia Yee
- Alex David
- Amber Brown
- Analyla Dunnam
- Anessia Samuel
- Angelique Gomez
- Ashley Boggess
- Bandel Wane
- Benjamin Alan Sampson
- Brandon Pierre
- Brenton Shackelford
- Brian Barker
- Brian Fenton
- Brionne Phillios

Program Summary Report by Agent

Date Type : Call/Chat Date Date Range : 08/01/2022 To 10/31/2022 Sub Program: Client
 Name : SeniorCareBenefits_AI_EI_Multi Evaluation Form :Sales Form v12.7.22
 Program:MedicareEnroll Sales AI Partner Name: All Location: Sawgrass

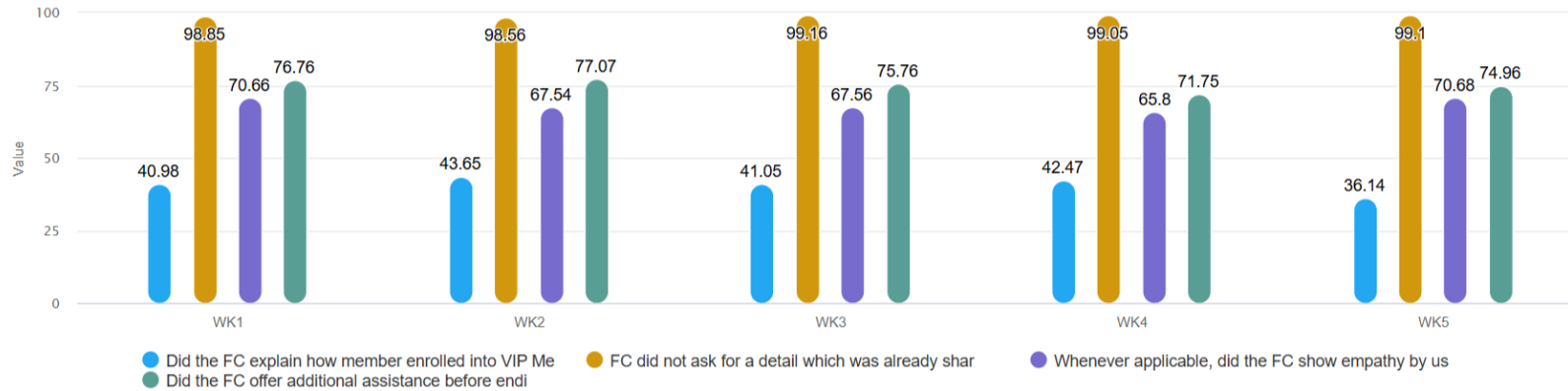
| Agent | Max Points | Total Possible Point | Total Scored | Performance(%) | Performance Bar | Status |
|---|------------|----------------------|---------------|----------------|------------------------------------|--------|
| Total Evaluation: 223 | | | | | | |
| Abdullatif Natar | | | | | | |
| A. Greeting and expectation | | | | | | |
| 1. Did broker introduce themselves by stating full name? | 0.30 | 66.9 | 66.3 | 99.1% | <div style="width: 99.1%;"></div> | ● |
| 2. Broker used proper greeting. (Branding the Company) | 0.30 | 66.9 | 60.3 | 90.13% | <div style="width: 90.13%;"></div> | ● |
| 3. Did the broker explain the intention of the call correctly and within the first 3 minutes? | 0.40 | 89.2 | 76.8 | 86.1% | <div style="width: 86.1%;"></div> | ● |
| Section Average | | 223 | 203.4 | 91.21% | <div style="width: 91.21%;"></div> | ● |
| B. Sales Process Identify Customer Needs | | | | | | |
| 4. Did the broker identify the beneficiaries current coverage within the first 3 minutes? | 0.66 | 147.18 | 90.42 | 61.43% | <div style="width: 61.43%;"></div> | ● |
| 5. Did broker perform primary probing? | 0.77 | 171.71 | 130.9 | 76.23% | <div style="width: 76.23%;"></div> | ● |
| 6. Did the broker made efforts to understand what benefits the customer is looking for? | 0.77 | 171.71 | 43.12 | 25.11% | <div style="width: 25.11%;"></div> | ● |
| Section Average | | 490.6 | 264.44 | 53.9% | <div style="width: 53.9%;"></div> | ● |
| C. Plan Highlights | | | | | | |
| 7. Did the broker stick with beneficiary specific benefits only? (Tie Down) | 2.20 | 490.6 | 171.6 | 34.98% | <div style="width: 34.98%;"></div> | ● |
| Section Average | | 490.6 | 171.6 | 34.98% | <div style="width: 34.98%;"></div> | ● |
| D. Attempt to Close the Sale | | | | | | |
| 8. Did the broker ask for sale after reviewing the three Ps (Premium, Provider, Prescriptions)? | 1.70 | 379.1 | 215.9 | 56.95% | <div style="width: 56.95%;"></div> | ● |
| Section Average | | 379.1 | 215.9 | 56.95% | <div style="width: 56.95%;"></div> | ● |
| E. Attempt to overcome objections | | | | | | |
| 10. Did the broker attempt to overcome objection? | 1.00 | 39 | 24 | 61.54% | <div style="width: 61.54%;"></div> | ● |
| Section Average | | 39 | 24 | 61.54% | <div style="width: 61.54%;"></div> | ● |

Performance Breakdown of all critical parameters



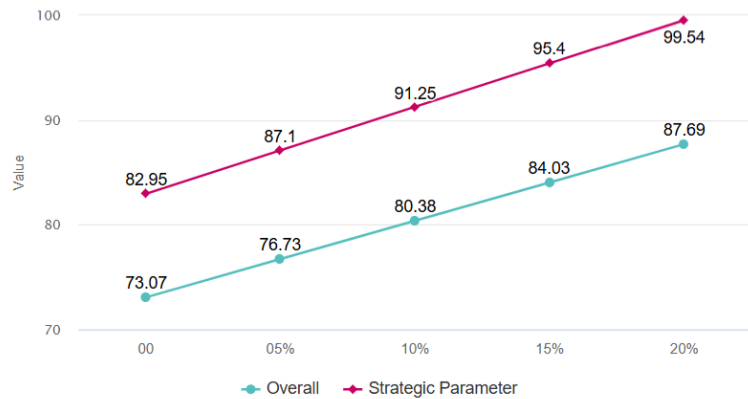
QEval KPI Dashboard

Strategic Parameter Score

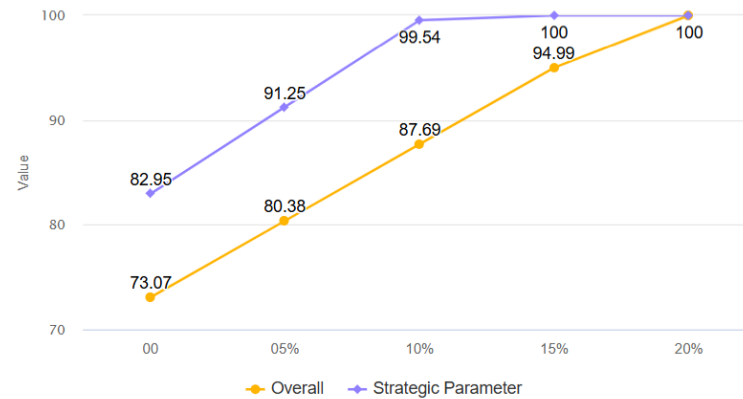


Legend For Week

Prediction Score Based on Strategic Parameter Monthly

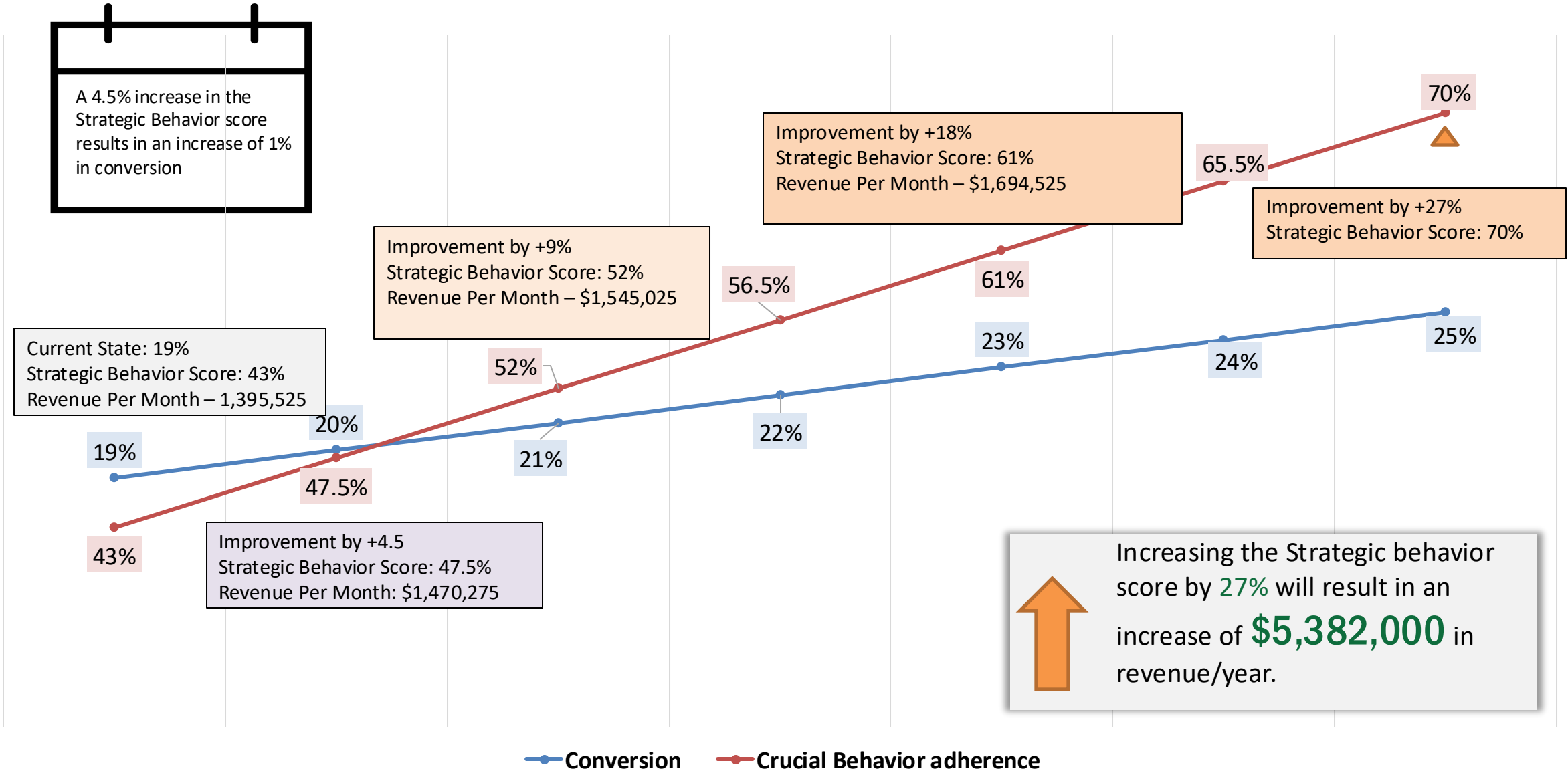


Prediction Score Based on Strategic Parameter - Quarterly



Track & Monitor Agent's Key Performance Indicators

ROI From Crucial Behaviors



Supercharging Customer Engagement For A Leading Telecommunication Provider

CHALLENGE

The client was facing two major challenges:

- I. Customers facing challenges while paying the bill
- II. Reduced customer retention

THE SOLUTION

- ✓ Identify communication & language issues
- ✓ Analysis of retention offers provided
- ✓ Drill-down analysis of billing issues

RESULT

7.62%

Average Handle Time Reduced

24.39%

Hold Time Reduced

22.73%

Transfer Rate Reduced

53.13%

Improvement in Quality Score

SAVINGS

\$2,946,130

Amplifying Conversion And Capacity In Healthcare With Conversational Intelligence

CHALLENGE

The client was facing three major challenges:

- I. Lower plan enrollment due to gaps in agent training
- II. Agents are not pitching the ancillary product
- III. Agents taking longer to respond and resolve customer queries

THE SOLUTION

- ✓ Identify gaps in agent knowledge & understanding
- ✓ Determining cause of high agent response time & call avoidance behavior
- ✓ Data-driven recommendations for performance improvement

RESULT

| | |
|--|---|
| 15% Reduction in Short Calls | 20% Improvement in Ancillary Products |
| 16% Improvement in Conversion Rate | 22% Improvement in Critical Behaviors |

Optimizing Customer Engagement For A Global Drug Manufacturer

CHALLENGE

The client was facing two major challenges:

- I. Subpar output accuracy after one year
- II. Increasing customer effort leading to negative customer sentiment

THE SOLUTION

- ✓ Resolve gaps in agent training to reduce escalations
- ✓ Optimizing fraud detection
- ✓ Recommended optimum call flow and shared best practices

RESULT

45%

Reduction in Escalations

48%

Improvement in VOC

7%

Improvement in Fraud Detection

26%

Improvement in Critical Behaviors

Improving Conversion and Vendor Management for a Global Hospitality Leader

CHALLENGE

The client was facing two major challenges:

- I. Drive Top Line Revenue
 - Increase Sales Conversion
 - Reduce Cancellations
- II. Improve Operational Effectiveness
 - Calls Handled & AHT

THE SOLUTION

- ✓ Determine successful behaviors that lead to conversion
- ✓ Shared recommendations & best practices with agents
- ✓ Measure coaching effectiveness

RESULT

| | |
|---|---|
| 33% Revenue Growth | 2% Increase in Conversion Rate |
| 8% Increase in Effectiveness Score | 22% Decrease in Hold Time |

SAVINGS

\$542,000

Enhancing Global Engineering Company's Contact Center Capacity and CX with 100% Interaction Analytics

CHALLENGE

- I. Increase in number of calls and high AHT
- II. Reduce repeat contacts
- III. Improve FCR (on product and part inquiry interactions)
- IV. Reduce number of incorrect transfers

THE SOLUTION

- ✓ Deflect call volume (for major call reasons) to Chatbots
- ✓ Performed repeat contact analysis to determine major reasons
- ✓ Determine main reasons for non FCR interactions and further improve Self serve section to better customer experience
- ✓ Determining the cause of Incorrect transfers and design a transfer matrix

RESULT

| | |
|--|--|
| 50% Deflection of major call reasons | 11% Decrease in AHT by diverting calls to Chatbots |
| 32% Improvement in Repeat contacts | 32% Improvement in FCR for major call reasons |

SAVINGS

\$7,960

Etech Dedicated Security & Compliance



ISO 27001 Certified



PCI-DSS Certified Compliant



SOC 2 Type II Certified



GDPR Compliant



Network Security

- 24x7 Monitoring
- Deep Packet Inspection
- Intrusion Prevention
- Data Leak Prevention



Host Security

- Host Intrusion Prevention
- Integrity Monitoring
- Web Application Security
- Log Inspection



Vulnerability Management

- Monthly Vulnerability Scans
- Web Application Scanning



Individual Certifications

- CompTIA CySA+
- CompTIA Security+
- CompTIA Network+
- CompTIA A+

A Commitment to Servant Leadership Focusing on Our People, Customers and Communities

● Get a **prescriptive plan to improve what matters.**

Etech offers the most efficient transcription in existence, allowing you to transcribe 100% of contact center calls well within budget, and enjoy **industry-leading speed and accuracy with near real-time, feature-rich insights.**

● **Actionable intelligence that bridges the gap between insight and action,** thanks to post-interaction automated scoring, frontline coaching, and organization awareness.

● PCI DSS compatible **automatic redaction** of sensitive information

● **Contact Center DNA with Speech Analytics expertise.** Over the last decade, Etech has mined millions and millions of interactions, integrated with almost every CCI tech stack, positioning Etech as a customer analytics leader

● Etech is **trusted by the world's leading organizations** across many industries, including financial services, healthcare, retail, insurance, travel, and hospitality, and more



Jim Iyoo

Chief Customer Officer – Etech
President - ETS Labs



Thank You!

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To make a remarkable difference for each other,
our customers, and within our communities.