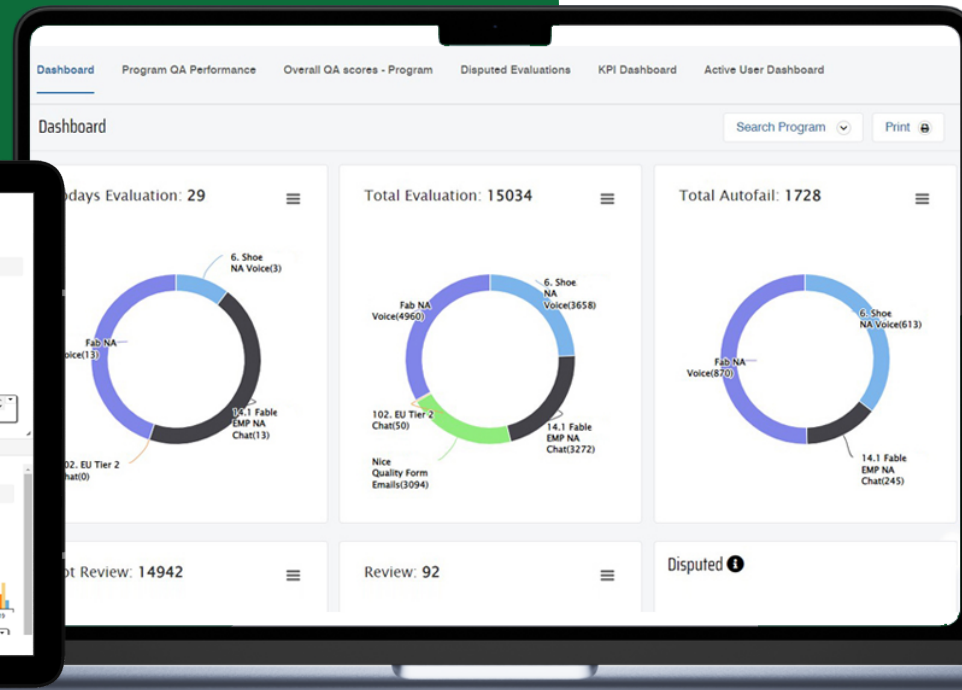


QEval Features: Overview



Customer Engagement Workflow >>>



Initiation

- Assign Project Manager
[Duration (Days) - 1]
- Pre-Discovery Meeting (Internal)
[Duration (Days) - 1]
- Discovery Meeting
[Duration (Days) - 1]
- Assign Resources
[Duration (Days) - 1]
- Follow-Up Meeting (if required)
[Duration (Days) - 1]

Planning

- Storyboard Creation and Review - Internal
[Duration (Days) - 4]
- Storyboard Review - External
[Duration (Days) - 1]

Execution

- Media Ingestion
[Duration (Days) - 10]
- Create Category Roadmap
[Duration (Days) - 2]
- Phrase Review - Calibration 1
[Duration (Days) - 15]
- Initial Automation
[Duration (Days) - 7]
- Phrase Review - Calibration 2
[Duration (Days) - 15]
- Final Automation
[Duration (Days) - 1]

Monitoring and Control










- Begin Regular Calibration
[Duration (Days) - 1]
- Begin Maintenance
[Duration (Days) - 1]

Closing

- Transition from Implementation to Etech Insights - Post-Factum
[Duration (Days) - 1]

Analysis & Mining Capabilities >>>



Features	 Eval Quality Matters	 OBSERVE-AI	 CallMiner	 LEVELAI	 qualtrics. ^{XM}	 Medallia	 amazon	 NICE	 PureCloud
Voice Analysis (Silence, Over talk)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Category Live Results	✓	✗	✓	✗	✓	✓	✓	✓	✓
Category Hit Highlight	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Details & Metadata Filter	✓	✓	✓	✓	✓	✓	✓	✓	✓
Category - Date Range Flexibility	✓	✗	✓	✗	✓	✓	✓	✓	✗
Script Building & Management	✓	✓	✓	✓	✗	✗	✗	✓	✗
Semantic Building Blocks	✓	✓	✓	✗	✓	✓	✗	✓	✗
Category - Script/Component Filter	✓	✓	✓	✓	✓	✓	✗	✓	✗
Scripting Near/Before/After Logic	✓	✓	✓	✗	✗	✓	✗	✓	✗
Distance Operators	✓	✗	✓	✗	✗	✓	✗	✓	✗
Disable A Script/Component	✓	✗	✓	✗	✗	✓	✗	✓	✗
Weight In Categories	✓	✗	✓	✗	✗	✗	✗	✓	✗
Occurance Based Operator	✓	✗	✓	✗	✗	✗	✗	✓	✗
Conditional/Sequence Category	✓	✓	✓	✗	✓	✓	✓	✓	✗
Auto Call Summarization	✓	✗	✗	✓	✗	✓	✓	✗	✓

API Capabilities >>>



Features	 Eval Quality Matters	 OBSERVE-AI	 CallMiner	 LEVELAI	 qualtrics. ^{XM}	 Medallia	 amazon	 NICE	 PureCloud
API - Transcripts	✓	✗	✓	✓	✗	✗	✗	✗	✗
API - Category Hits	✓	✓	✓	✓	✗	✗	✗	✗	✗
API - Last Update	✓	✓	✓	✗	✗	✗	✗	✗	✗
API - Call Streaming	✓	✗	✓	✗	✗	✓	✗	✗	✗
API - Metadata A Sync Update	✓	✓	✓	✗	✗	✓	✗	✗	✗
Time Based Category Export	✓	✓	✓	✓	✗	✗	✗	✗	✗

Platform Management Controls >>>



Features	 Eval Quality Matters	 OBSERVE-AI	 CallMiner	 LEVELAI	 qualtrics. ^{XM}	 Medallia	 amazon	 NICE	 PureCloud
User Management	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Upload At User End	✓	✓	✓	✗	✓	✓	✓	✓	✓
Call Reprocessing - User End	✓	✓	✓	✗	✓	✓	✓	✓	✓
Call Mining Data (Upload Date)	✓	✗	✓	✗	✓	✓	✗	✓	✓
Announcement And Notification	✓	✗	✗	✗	✓	✓	✗	✓	✓
Role/User/Program Based Access Controls	✓	✓	✓	✗	✓	✓	✓	✓	✓

Reports & Scorecards >>>



Features	 Eval Quality Matters	 OBSERVE-AI	 CallMiner	 LEVELAI	 qualtrics. ^{XM}	 Medallia	 amazon	 NICE	 PureCloud
Auto Call Scoring	✓	✗	✓	✗	✓	✓	✓	✗	✓
Advanced Automated Scorecards	✓	✗	✓	✗	✗	✗	✗	✗	✗
Customizable Reporting	✓	✓	✓	✗	✓	✓	✗	✓	✗
Basic Data Export	✓	✓	✓	✓	✓	✓	✗	✓	✓
Report Email Subscriptions	✓	✓	✓	✗	✓	✓	✗	✓	✓
Notification Alerts	✓	✓	✗	✗	✗	✗	✗	✗	✓



Thank You!

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JIM IYOOB
Chief Customer Officer

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