Etech

playing by the rules ™

YOUR TRUSTED ADVISOR FOR

Remarkable Customer Experiences

Etech is a Certified minority owned BPO that combines AI analytics with human expertise to improve contact center performance. Our QEval® platform transforms interaction data into coaching priorities that drive measurable results in customer satisfaction and operational efficiency.

Etech's Servant Leadership Commitment

Our Story. Our Foundation. Our Difference

We don't just manage contact centers. We build cultures and deliver outcomes. We own etslabs.ai- our proprietary AI platform. You get partners who understand technology, not vendors selling licenses.

VISION

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

GLOBAL FOOTPRINT:
4,000+ Team Members | 24/7/365 Operations | Multilingual | MBE Certified

Our Character Commitments

Accountability	Integrity	Communication	Adaptabilit	Positive Influence	Teamwork
We own outcomes. No deflection.	We do what we say. Transparency in every interaction.	Direct. Clear. No corporate speak.	Change is constant. We move with it.	We elevate teams and drive better decisions.	We deliver through collaboration, not silos.

Valuing People	Humility	Teachability	Creativity	Courage	Vision
We respect, honor, and develop those around us.	Sincere, transparent, open, and honest.	We accept feedback and seek continuous growth.	We think outside the box to solve problems.	We take bold risks and make confident decisions.	We focus forward toward the big picture.

Etech Global Services – Our Journey

OUR STORY

Trusted advisor to numerous Fortune 50 companies

NO
MERGERS
NO ACQUISITIONS

Today
3 Countries, 7 Sites,
4,000+ Team Members

2003
Grew from 400 Team Members in 1 location

OUR BUSINESS

Etech playing by the rules™

Customer Engagement Solutions

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

ets labs
An Etech Global Services Company

Automation-Driven Professional Services

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

OUR AWARDS

ICMI GLOBAL CONTACT CENTER AWARDS

CMP Research LEADING Prism for Automated QA/QM 2026

SOURCEFORGE Customers Love Us

AICPA SOC aicpa.org/soc4so SOC for Service Organizations | Service Organizations

THE STEVIES FOR GREAT EMPLOYERS

MBE CERTIFIED MINORITY BUSINESS ENTERPRISE

SILVER 2019 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

International Organization for Standardization ISO 27001:2022

Customer Service INFLUENCER FitSmallBusiness

CIO Review 20 MOST PROMISING QUALITY MANAGEMENT SOLUTION PROVIDERS - 2017

CCW EXCELLENCE AWARDS Winner BPO OF THE YEAR 2023

Etech playing by the rules™

3

Matt Rocco,
Chief Executive Officer

Etech's Executive Leadership Team

Jim Iyoob
President –ETS Labs/ Chief Revenue Officer –Etech

Gurudatt Medtia
Executive VP

Kaylene Eckels
President & COO

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

Centralize

Centralize your Quality Assurance Process

Identify

Identify Knowledge Gaps, Agent Opportunities and Root Cause

Reporting

Leverage Reports & Analytics for Strategic Decisions & Overall Insights on in-depth Level of Performance

Integrate

Integrate with Speech Analytics & Automate QA Process

VOC Analytics

Listen to the Voice of Customer

Improve

Improve Overall Customer Experience

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

Analyze

Capture
360-degree view of your customer

Chats

Tickets

Conversational Metadata

Audio

Customer Surveys

Email

Notes

Customer Metadata

Texts

CRM

Social Media Aggregators
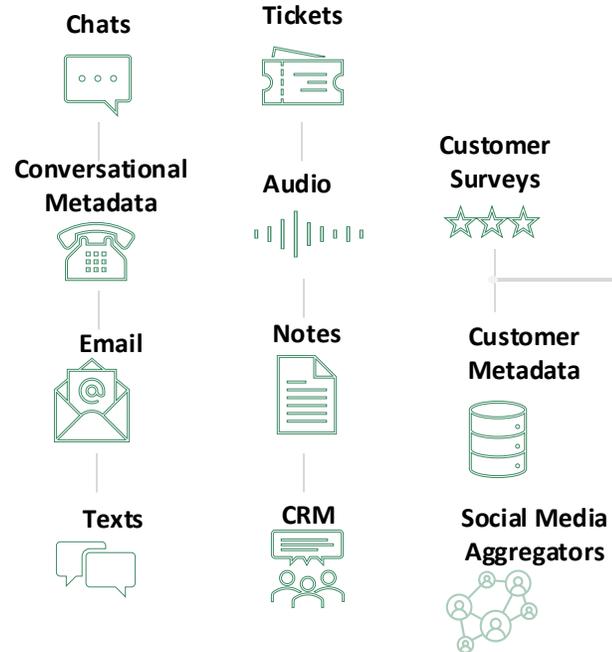
Compatible with virtually any tech stack

Transcribe 1 hour of audio in 3.5 seconds

Text Mining
Complete Data Integration
Automated Triggers
Automated QA
Human Guided Evaluations
Business Insights
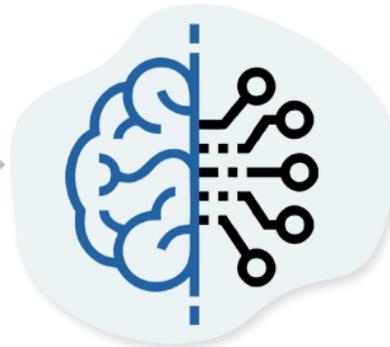
Convert disparate CCI data sources into a single stream of Insights

No More Data Silos.

Human Guided Reviews

Automated Evaluation

QEval Analytics

QEval

Deliver
Actionable insights delivered near real time

Data Lakes

MariaDB

salesforce

aws

tableau

zendesk

DOMO

mongoDB
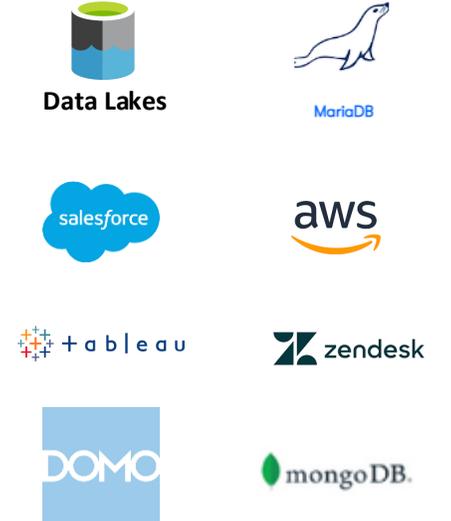
Format Agnostic Delivery to the end point of your choice

Etech
playing by the rules™

Software Agnostic - Integration and Optimization Capabilities

Conversational AI & Speech Analytics

- NICE · nexidia
- OBSERVE·AI
- CallMiner 8x8
- VERINT VOCI
- CALABRIO
- GENESYS creovai
- Floatbot
- uniphore
- CONVIN

Agent Coaching & Knowledge Base

- symtrain (Because Practice Makes Profits) Axonify
- ProProfs N
- ProcedureFlow

Customer Relationship Management

- Zendesk Adobe
- salesforce Salesmate
- Freshsales HubSpot

CCaaS

- NICE · inContact
- GRUPO NGN twilio
- ZOHO Unify
- AVAYA RingCentral
- dialpad BLING
- LiveAgent PureCloud
- talkdesk
- 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

Etech
playing by the rules

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)

Lowest Total Cost of Ownership
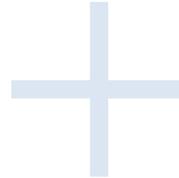
Prescriptive Insights Layer

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

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 to 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

Production - Total Calls	Production - Unsuccessful Calls	Production - Successful Calls	Production - RPC Calls	Production - TPC Calls	Overall - Full Payment Calls	Overall - Partial Payment Calls
Total Calls	Unsuccessful Contacts	Successful Contacts	RPC Calls	TPC Calls	Partial Payment? PO	Settlement amount offered? PC
82,532	78,692	2,055	860	442	1,477	1,125

Overall Emotion
Service, Cumulative, 12/10/2023 - 12/16/2023
Customer: Customer 1 / Overall Emotion
Evaluations
- 33.6%
- 29.9%
- 23.7%
- 12.8%

Improving Negative

Client Emotion
Service, Cumulative, 12/10/2023 - 12/16/2023
Customer: Customer 1 / Client Emotion
Evaluations
- 29.4%
- 29.2%
- 28.1%
- 13.2%

Positive Improving

Agent Emotion
Service, Cumulative, 12/10/2023 - 12/16/2023
Customer: Customer 1 / Agent Emotion
Evaluations
- 30.5%
- 29.6%
- 25.1%
- 14.7%

Positive Improving

Collections, Cumulative, 10/29/2023 - 12/23/2023
Enterprise -   Flagged Call Reason: Unprofessional -   Agent

39, 38, 22, 17, 15, 13, 12, 11, 9, 9, 8, 8, 8, 6, 5, 5, 5, 4, 4, 4, 3, 2, 2, 2, 2, 2, 2, 2, 1, 1, 1, 1, 1, 1

Professionalism MP

- Yanel Sanchez (501)
- Michelle Lallier (512)
- Denise Bald (439)
- Matt Wood (525)
- Carol Sendor (468)
- Jennifer Smith (509)
- Karen Karsten (475)
- James Johnson (413)
- Liane Campbell (520)
- Michelle Harner (524)

Consumer Experience - Shared Balance to be paid
Shared balance to be paid? Missed %
39%

Consumer Experience - Agent missed to provide acknowledgement
Acknowledged consumer's concern? Missed %
4%

Compliance - Recording Disclaimer
Recording Disclaimer? Missed %
25%

Compliance - Mini Miranda
Mini Miranda Missed %
8%

Compliance - Consumer Verification
Verification Missed %
31%

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 *   Program Name *

Select Client   ▼   Select Program   ▼

Training Text *

[🪄▾] **B** <u>U</u> ▤ | Helvetica ▾ | **A** ▾ | ☰ ☷ ☰▾ | ⊞▾ | 🔗 🖼 | ⤢ | ↺ ↻

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.

Upload File   Browse

File Name

Provide Detailed Feedback

Track and Analyze Coaching Process

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
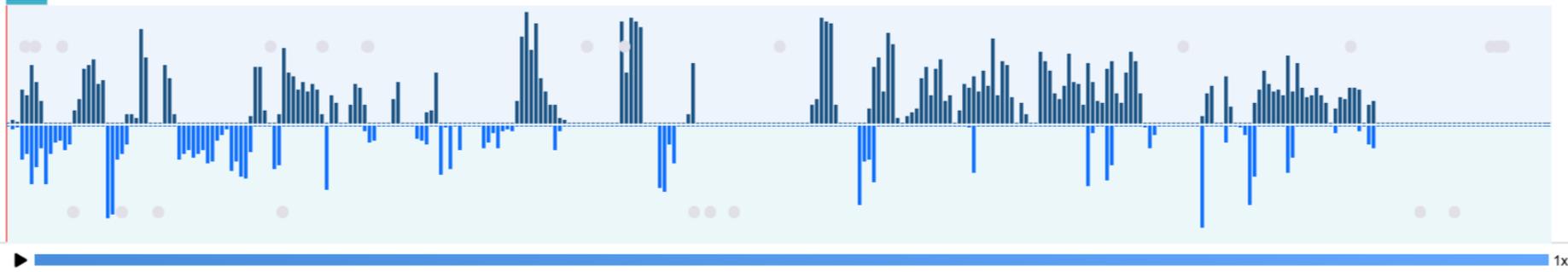
Transcript   Interaction Events   Interaction Summary   Metadata

00:02 - 00:06 ℹ️

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

00:07 - 00:09 ℹ️

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

00:10 - 00:11 ℹ️

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

00:12 - 00:16 ℹ️

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 ℹ️

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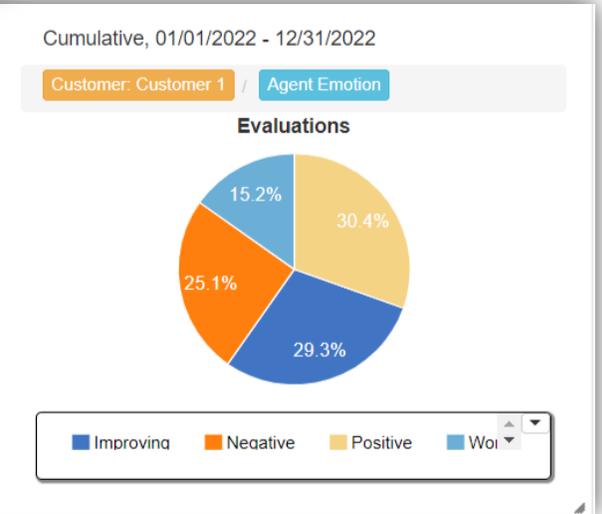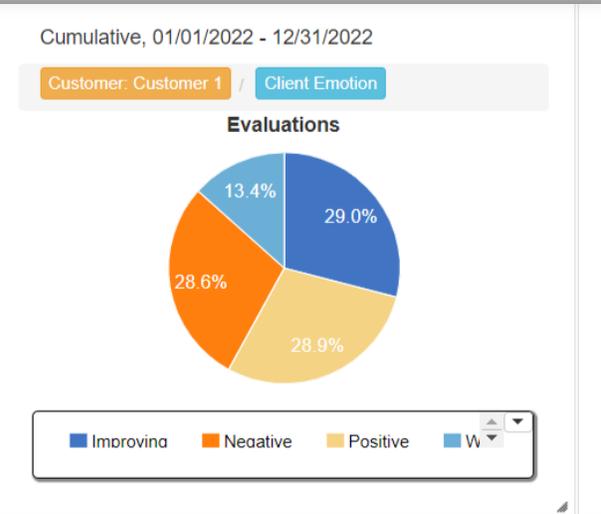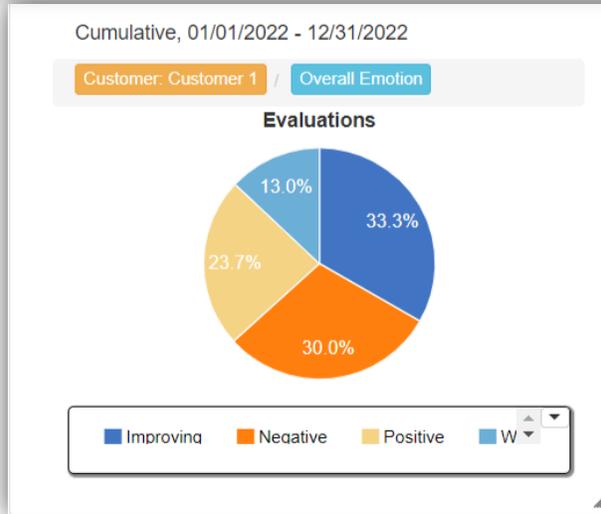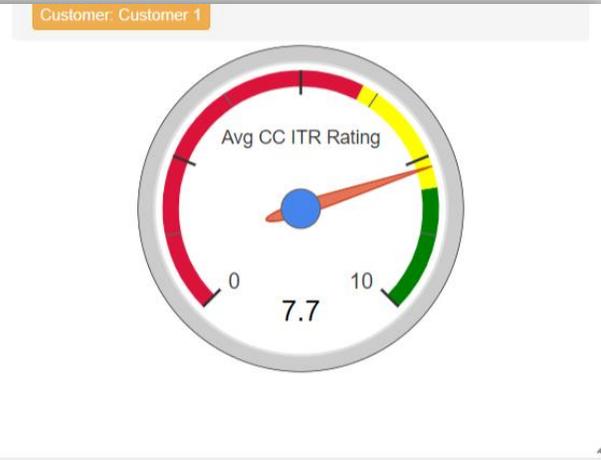
- Track sentiment on every call as it happens and identify impact of solutions on overall customer experience.
- This will identify areas for improvement and drive positive change.

Monitor Compliance on 100% Interactions
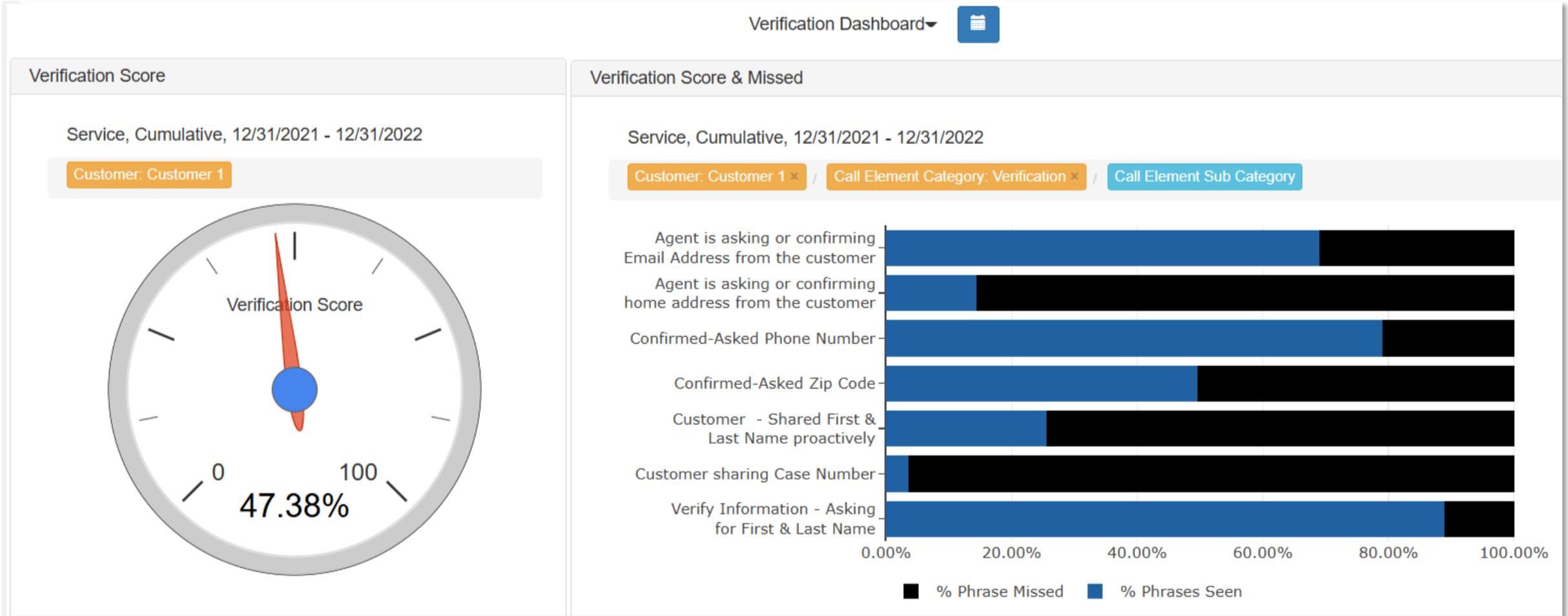
• With real-time Compliance Dashboard, QEval Analytics helps you stay ahead of potential issues and proactively address any concerns.
• Helping you to deliver exceptional customer service and drive business success.

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 D
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

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				

Excel | CSV | Subscribe

Agent Name	Total Evaluation	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
		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 Training & Coaching Summary for all Agents on a Single Screen

Etech
playing by the rules™

Track Agent Coaching & Measure Outcome

Information

Strength *
Select

Strength Parameter *
Select   +

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

Opportunity *
Select

Opportunity Parameter *
Select

Severity
Level 0   +

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

Feedback *
Good call, did greeting well, however need to ensure further assistance is offered

Follow Up Date *
05/13/2025

Actual Date of Follow Up
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 *
Select

Improvement in KPI *
Improvement in KPI

Opportunity Status *
Select   +

Coachee	Improvement in KPI	Opportunity Status

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%

Etech
playing by the rules™

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%		●
Section Average		49912	44046.5	88.25%		●
CONCERN						
Did the FC acknowledge/reassure the member that their needs will be met?	1.00	49912	32689.5	65.49%		○
Did the FC ask how they maybe of assistance today (if reason was not previously shared)?	1.00	49912	47290.5	94.75%		●
Section Average		99824	79980	80.12%		●
RETENTION						
Did the FC present any Save Attempt? (Critical Business Requirement Alert)	3.00	149736	30237	20.19%		●
If not shared already, did the FC ask the reason for cancellation? (Member Experience Alert)	2.00	49608	40233	81.10%		●
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%		●
Was the Save Attempt relevant to the reason for cancellation? (Member Experience Alert)	2.00	43774	19523	44.60%		○
Section Average		292726	139535	47.67%		○
RESOLUTION DETAILS						
Did the FC explain how member can utilize the member credit?	1.00	5330	2380.5	44.66%		○
Did the FC explain how member enrolled into VIP Membership? (Member Experience Alert)	1.00	5330	2213	41.52%		○
Did the FC explain the different tiers for redeeming RPs?	1.00	33	16.5	50.00%		○
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%		○
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%		●
Whenever shared, was the correct time frame of skipping shared?	2.00	32838	16775	51.08%		○
Section Average		46734	23928.5	51.20%		○

		Maximum Points	Total Possible Point	Total Scored	Performance(%)	Performance Bar	Status
CONVERSATION							
Did the FC avoid dead air in the call?		1.00	49912	45183	90.53%		●
Did the FC thank/apologize the member for being on hold?		2.00	16306	13472	82.62%		●
FC did not ask for a detail which was already shared by the member previously. (Member Experience Alert)		2.00	99824	98777	98.95%		●
FC never behaved/talked in an unprofessional manner? (Member Experience Alert)		3.00	149736	149199	99.64%		●
Whenever applicable, did the FC show empathy by using empathetic/sympathetic words? (Member Experience Alert)		3.00	66267	45015	67.93%		○
Section Average			382045	351646	92.04%		●
CLOSING							
Did the FC offer additional assistance before ending the call?		1.00	49912	37472	75.08%		○
Section Average			49912	37472	75.08%		○
QA Scores Without Auto Failure			921153	676608	73.45%		○
QA Scores With Auto Failure					20.83%		●

Section Average

GREETING 88.25 | CONCERN 80.12 | RETENTION 47.67 | RESOLUTION DETAILS 51.2 | CONVERSATI... 92.04 | CLOSING 75.08

Category

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

Select Filter

Call Length

Dispostion

Quality

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%		🟢
	Section Average		3981	3548	89.12%		🟢
	CONCERN						
	Did the FC acknowledge/reassure the member that their needs will be met?	1	3981	3197	80.31%		🟢
	Did the FC ask how they maybe of assistance today (if reason was not previously shared)	1	3981	3872	97.26%		🟢
	Section Average		7962	7069	88.78%		🟢
	RETENTION						
	Did the FC present any Save Attempt? (Critical Business Requirement Alert)	3	11943	2124	17.78%		🔴
	If not shared already, did the FC ask the reason for cancellation? (Member Experience Alert)	2	3812	3336	87.51%		🟢
	Refund of Member Credit was not offered without giving any Save Attempt to retain the member. (Business Requirement Alert)	2	3812	3812	100%		🟢
	Was the Save Attempt relevant to the reason for cancellation? (Member Experience Alert)	2	3372	1788	53.02%		🟡
	Section Average		22939	11060	48.21%		🟡
	RESOLUTION DETAILS						
	Did the FC explain how member can utilize the member credit?	1	427	246	57.61%		🟡
	Did the FC explain how member enrolled into VIP Membership? (Member Experience Alert)	1	427	220	51.52%		🟡
	Did the FC explain the different tiers for redeeming RPs?	1	1	0	0%		🔴
	If applicable, did the FC completely inform about earning credits by referring a friend? (per the policies of BU)	1	195	159	81.54%		🟢
	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%		🟢
	Whenever shared, was the correct time frame of skipping shared?	2	3340	1862	55.75%		🟡
	Section Average		4420	2517	56.95%		🟡

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

Section Average

Performance (%)

- CLOSING: 75
- CONCERN: 80
- CONVERSATI...: 92
- GREETING: 88
- RESOLUTION DETAILS: 51
- RETENTION: 48

● Category
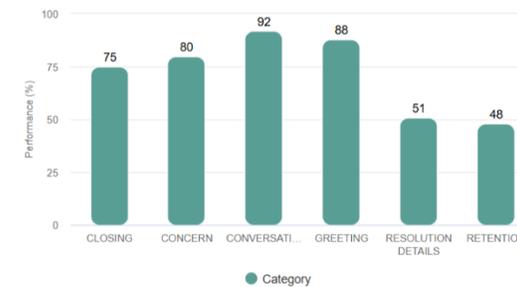
Measure Agent Summary On A Single Screen

Etech
playing by the rules™

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!!

Performance Breakdown of all critical parameters

QEval KPI Dashboard

Strategic Parameter Score

Value

- 40.98 | 98.85 | 70.66 | 76.76 — WK1
- 43.65 | 98.56 | 67.54 | 77.07 — WK2
- 41.05 | 99.16 | 67.56 | 75.76 — WK3
- 42.47 | 99.05 | 65.8 | 71.75 — WK4
- 36.14 | 99.1 | 70.68 | 74.96 — WK5

● Did the FC explain how member enrolled into VIP Me ● FC did not ask for a detail which was already shar ● Whenever applicable, did the FC show empathy by us
● Did the FC offer additional assistance before endi
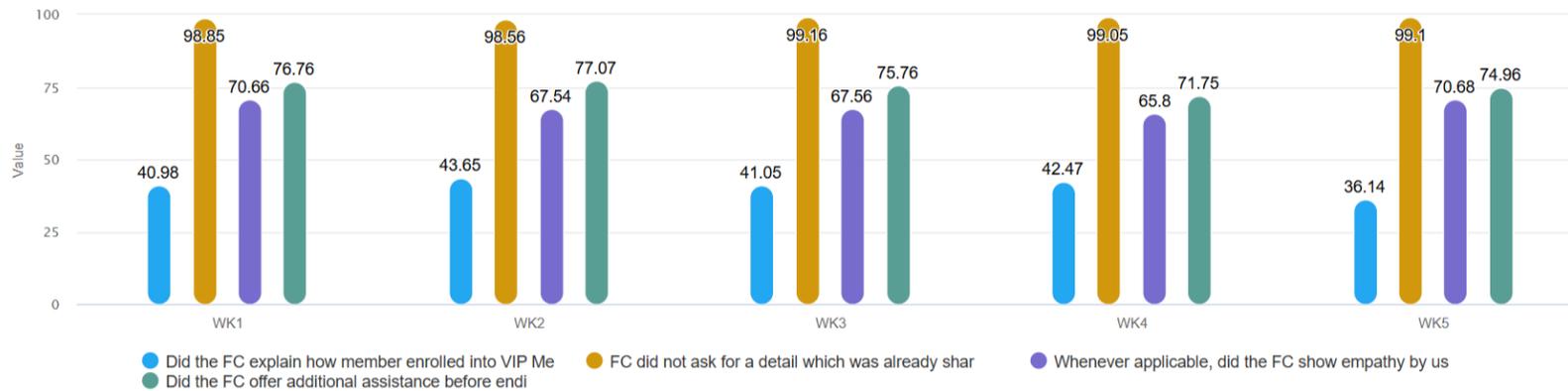
ⓘ Legend For Week

Prediction Score Based on Strategic Parameter Monthly

Value

- 82.95 | 87.1 | 91.25 | 95.4 | 99.54 — Strategic Parameter
- 73.07 | 76.73 | 80.38 | 84.03 | 87.69 — Overall

00   05%   10%   15%   20%

─●─ Overall   ─◆─ Strategic Parameter
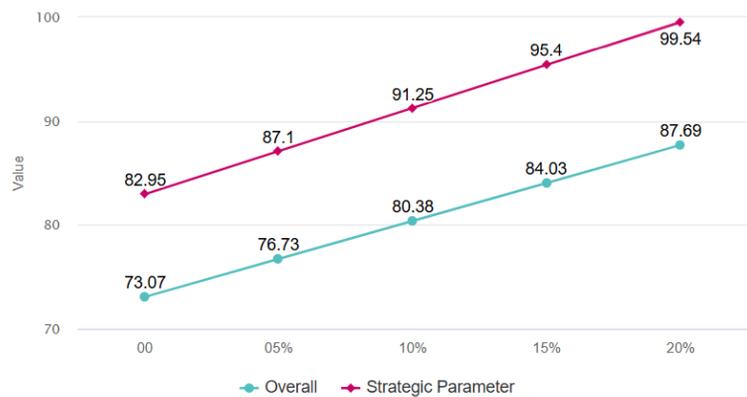
Prediction Score Based on Strategic Parameter - Quarterly

Value

- 82.95 | 91.25 | 99.54 | 100 | 100 — Strategic Parameter
- 73.07 | 80.38 | 87.69 | 94.99 | 100 — Overall

00   05%   10%   15%   20%

─●─ Overall   ─●─ Strategic Parameter
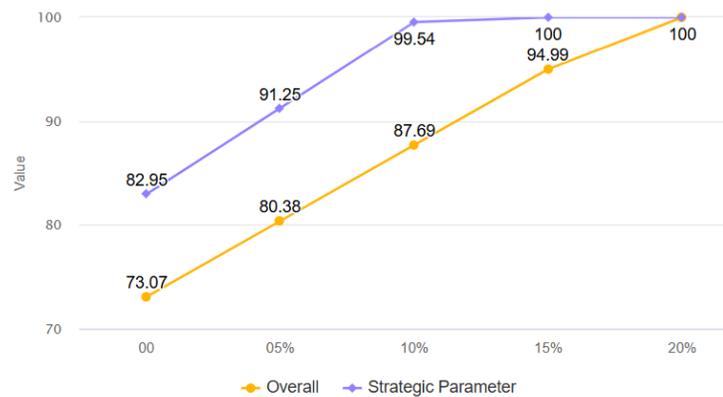
Track & Monitor Agent's Key Performance Indicators

ROI From Crucial Behaviors

A 4.5% increase in the Strategic Behavior score results in an increase of 1% in conversion

Improvement by +18%
Strategic Behavior Score: 61%
Revenue Per Month – $1,694,525

Improvement by +9%
Strategic Behavior Score: 52%
Revenue Per Month – $1,545,025

Improvement by +27%
Strategic Behavior Score: 70%

70%

65.5%

56.5%

61%

52%

Current State: 19%
Strategic Behavior Score: 43%
Revenue Per Month – 1,395,525

20%

23%

24%

25%

22%

19%

21%

47.5%

43%

Improvement by +4.5
Strategic Behavior Score: 47.5%
Revenue Per Month: $1,470,275

Increasing the Strategic behavior score by 27% will result in an increase of $5,382,000 in revenue/year.

Conversion   Crucial Behavior adherence

Etech
playing by the rules™

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

Etech
playing by the rules

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

Etech
playing by the rules™

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

Etech
playing by the rules™

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
playing by the rules®

Etech Dedicated Security & Compliance

ISO 27001 Certified

PCI-DSS Certified Compliant

SOC 2 Type II and SOC 3 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 Iyoob
President –ETS Labs/
Chief Revenue Officer –
Etech

jim@etechgs.com | @jiyoob

info@etechgs.com | www.etechgs.com | 936 – 371 – 2640

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