IX CLOUD

Introducing Quality Management in IXCloud
for Microsoft Teams

Product Summary

Introducing comprehensive quality management as the latest addition to IXCloud. Designed to support how businesses manage and improve communication quality, ensuring enhanced performance and customer satisfaction.

Quality Management for IXCloud is a cloud-native interaction recording solution, tailored to meet the unique needs of various industries through careful collaboration and development to ensure it aligns seamlessly with requirements and operational workflows. All brought to you by Numonix, the leading innovator in capture technologies.

Scorecard ⌄

Agent scoring through customizable templates allow you to tailor your evaluation criteria. Align scorecards to your organizations objectives and standards.

Granular Control ⌄

Fine-tune your evaluation processes with precision, from defining evaluation criteria to assigning evaluators and setting scoring parameters, we give your team the access and control when needed, where needed.

Seamless Integration ⌄

Quality Management scoring seamlessly integrates into your existing IXCloud infrastructure and is a licensed add-on. Blend easily into your existing administrative framework, minimizing disruption and maximizing efficient agent evaluation.

Real-Time Monitoring

Automatic Call Flagging

Evaluation Tools

Keyword Search

Roles Based

Feedback Cycles

Agent Benchmarking

Risk Management

Performance Dashboards

NUMONIX
YOUR RECORDING YOUR WAY

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🌐 Numonix.io

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1

Training Resources

We offer one-on-one sessions with our dedicated trainers. These sessions are customized to your specific needs and provide hands-on guidance tailored to your workflow.

2

Interactive Demos

We offer demos that provide a step-by-step walkthrough of the Quality Management feature. These demos simulate real-world scenarios, allowing you to explore the functionality in a risk-free environment.

3

Video Tutorials

Our library of video tutorials covers all aspects of Quality Management, from template creation to call evaluation. These concise and informative videos are perfect for visual learners who prefer a guided learning experience.

Why Numonix?

Numonix enables businesses to thrive in an era of intelligence and automation with innovative capture, recording and playback solutions.

75%
of conversations are predicted to will be recorded and analyzed in 2025
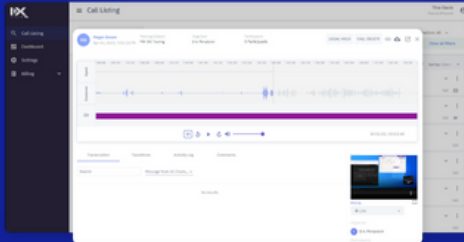
2.7B
Meeting minutes or **45 million** hours recorded

Quality Management Features

Customizable Templates
Create, view, and manage evaluation templates. You can customize these templates to align with your own criteria and goals.

Scoring and Evaluation
Supervisors can easily score agent interactions based on a predefined criteria. This feature provides a structured approach to evaluating agent performance, ensuring consistency and fairness.
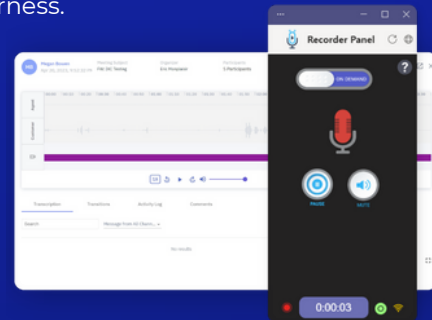
Playback Permissions

Quality Management integrates seamlessy with our existing playback permissions. Supervisors can listen to and evaluate calls based on their assigned permissions, ensuring data security and privacy.
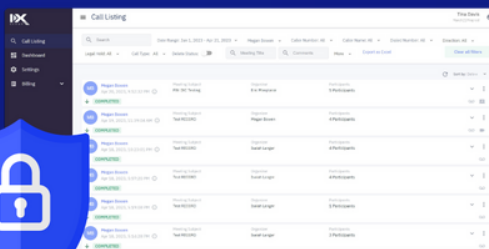
Search and Filter Capabilities

Robust search and filter options, allowing supervisors to quickly find and evaluate specific calls. Whether you're looking for a particular case number, client name, or keyword, our search functionality has you covered.
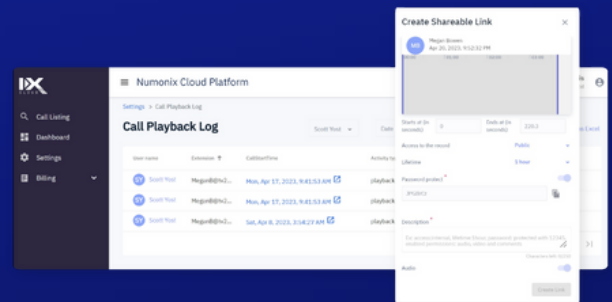
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Solution certified for Microsoft Teams