

Quality Factor™ Software

- ▶ How are your dispatchers and call takers performing?
- ▶ What training should you offer them?
- ▶ Who are your stars?
- ▶ Who needs to improve what in order to get that raise or promotion?

Eventide has developed Quality Factor software to help you answer those questions and more. Quality Factor software is a tool to help communications center managers evaluate and quantify the performance of dispatchers and call takers. With Quality Factor software, managers can easily measure performance trends and identify the skills needing improvement. Quality Factor software includes an Evaluation Form builder that lets you very quickly design forms that are specific to your center's needs. Rather than just having a general sense of a staff members' skills like communications, empathy, accuracy, conformance, and software tool usage, Quality Factor software allows you to breakdown a call or series of calls to identify and quantify call taker and dispatcher proficiency in each of these areas of performance.

Quality Factor reports help identify key performance results on an individual, shift, and center basis so that training can be focused on areas that need improvement. Quality Factor reports also provide analytical support data to bolster budgetary requests, and to address citizen and government quality/performance inquiries.

Evaluations are performed within *MediaWorks Express* software. Simply select a call (or calls), right-click, select Evaluate, and choose the desired form. The evaluation form (shown below) appears in a new tab.

Key Features

- Flexible and easy-to-manage Call Evaluation and Reporting tool
- Evaluation forms are easily created and modified as needs change
- Automatic flagging of below-threshold scores
- Auto-fail capability based on quantity of flags
- Reports provide valuable insight into performance and skill competency
- Agents may review their own evaluations & calls
- Secure role-based user access
- Operates within Eventide MediaWorks Express browser-based software

Select the Agent to be evaluated

Score each question via a single click

Enter a text comment (if applicable)

Replay controls are provided for use during evaluation

MediaWorks Express

http://192.168.2.128/client/mediaworks/

File Edit Tools Playback View Help

Browser Search Evaluation

Using Form "MVA Evaluation" to evaluate agent: Henry F.

1	Determined The Type Of Emergency? :	<input type="radio"/> Yes <input type="radio"/> No
2	Caller's Telephone Number Verified? :	<input type="radio"/> Yes <input type="radio"/> No
3	Caller's Location Verified Or Determined? :	<input type="radio"/> Yes <input type="radio"/> No
4	Asked If There Were Any Injuries? :	1 <input type="checkbox"/> 10
	comment here...	
5	Established Control Over The Conversation? :	<input type="radio"/> Yes <input type="radio"/> No
	comment here...	
6	Followed All Steps In MVA Protocol? :	<input type="radio"/> Complete <input type="radio"/> Incomplete <input type="radio"/> No Credit <input type="radio"/> N/A
	comment here...	
7	Avoided Profanity Of Any Form During The Interaction? :	<input type="radio"/> Yes <input type="radio"/> No
	comment here...	
8	Understood Protocol Requirements? :	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

Submit Evaluation | Save as in Progress | Discard

VOLUME 0 | SPEED 100% | 00:00:00

Reports - Quality Factor version 2.1 software

Eventide's *Quality Factor* version 2.1 software provides a comprehensive set of reports that allow you to view trends, compare agents' performance, view skill competency, and identify opportunities for training and improvement. *Quality Factor* version 2.1 software includes the following standard reports:

Evaluation Score Trends

Provides graphical displays of evaluation scores over time for all agents, per agent, and per evaluator. Also displays flags per agent.

Intragroup Score Trends

Provides graphical displays of evaluation scores over time for all agents in a single agent group, and per agent within the group.

Interform Score Trends

Provides a graphical display of evaluation scores over time, between forms.

Skill Trends

Provides a graphical comparison of evaluation scores by skill.



Specifications - Quality Factor version 2.1 software

Web browsers supported: Chrome, Firefox, or Internet Explorer (IE8 or IE9). Adobe Flash is required.

Recorder requirements: NexLog Recorder software version 2.1, with *MediaWorks Express* software licensing and evaluation licenses for the desired quantity of Agents.

Evaluation forms: Each form has a single layer consisting of a set of user-defined questions. Each question is associated with a user-defined skill. Each question may have a "Not Applicable" (N/A) option.

Answer Sets supported: Select from multiple-choice answers (these are scored in proportion to the number of choices), 5-choice or 10-choice numeric ranges, or a free-form text tool (with no score value).

Scoring system: Each evaluation form normalizes to a maximum score of 100, and each question on a form has a user-defined relative scoring value. The form's minimum score (out of 100) to pass, and the number of flagged questions that trigger auto-fail are user-configurable. Auto-fail may also be set to trigger upon failure at an individual question. Refer to the *Quality Factor* software version 2.1 manual for details.

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