# **NexL**0g<sup>™</sup> Product Suite

### **Eventide**®

## Quality Factor<sup>™</sup> 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?

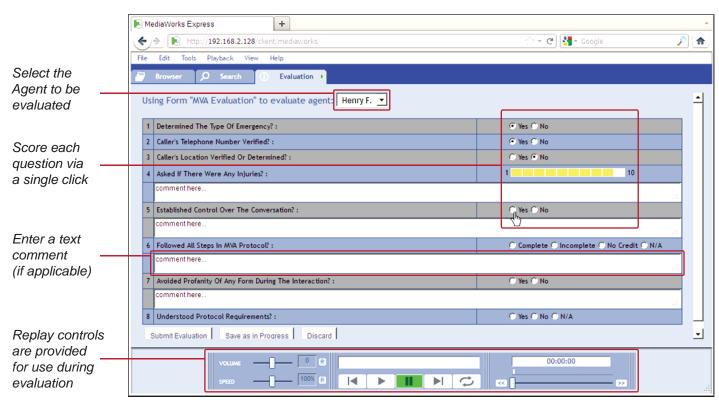
Eventide has developed Quality Factor software to help you answer those questions and more. Quality Factor software is a tool to help communications center managers evaluate and quantify the performance of dispatchers and call takers. With Quality Factor software, managers can easily measure performance 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.

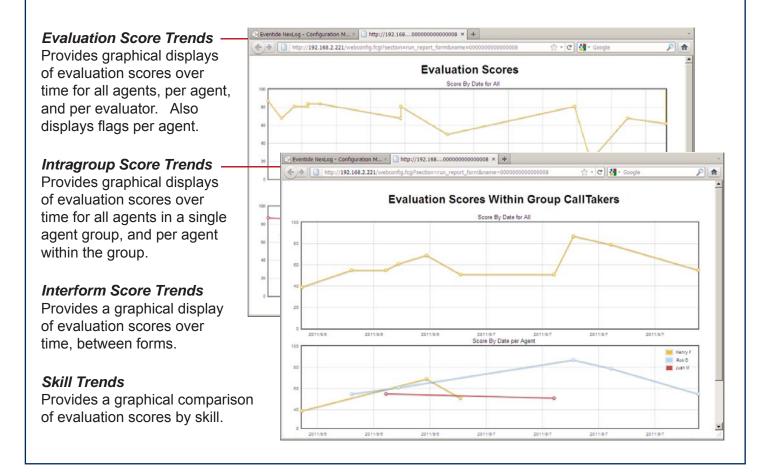
#### **Key Features**

- Flexible and easy-tomanage 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



### 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:



#### 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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