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Data sheet

OpenText Qfiniti for Amazon Connect

Transition to the cloud, cut total cost of ownership and keep pace with the newest technology while avoiding costly upgrades

Maintain consistent quality measurement and fast, effective coaching

Gain valuable and actionable insights with predictive analytics

Understand the meaning of customer interactions and deliver outstanding service

OpenText™ Qfiniti is a workforce engagement management (WEM) or workforce optimization (WFO) solution that captures experiences in the contact center to drive customer and employee engagement. The modular suite includes tools to optimize quality monitoring, interaction recording, coaching, eLearning, performance management and surveying.

Delivering real-time agent support, Qfiniti automatically delivers relevant, accessible and actionable customer intelligence to help organizations understand the meaning of multi-channel customer interactions and deliver outstanding service across the globe.

In addition to integrations with most call center telephony systems, Qfiniti is fully integrated with Amazon Connect, the self-service, cloud-based call center based in Amazon Web Services (AWS). Qfiniti and Amazon Connect can transition existing QA programs to the cloud, cut total cost of ownership and help organizations avoid vendor headaches and costly upgrades.

When purchased via AWS Marketplace, Qfiniti offers rapid turn-up, simplified pricing, billing via an AWS account and the convenience of full management and Software-as-a-Service.

Amazon Connect

Amazon Connect is an easy-to-use solution for businesses looking to migrate their contact center to the cloud. Running on the proven AWS global infrastructure and based on the same technology that powers Amazon's customer service engagements around the world, Amazon Connect is battle-tested to support millions of customer interactions. The solution allows organizations to:

- Seamlessly integrate their contact center with AWS services and CRM applications.

- Rapidly scale to meet both temporary and permanent demand and onboard new agents round the world.

- Leverage the ubiquity, redundancy and geographic compliance benefits of a ready-made global infrastructure.

- Pay for Amazon Connect usage by the minute with no long-term commitments or upfront charges.

Develop agents' skills and improve customer service

Contact center silos across functions inhibit rapid innovation and delivery of predictive, role-based insights. The ability to access data across multiple, disparate functional and system silos provides organizations with a significant advantage and enables them to gain valuable and actionable insights with predictive analytics and visualization.

Benefits of Qfiniti for Amazon Connect include:

A unified user interface for call and screen recording, agent evaluation, realtime assistance, comprehensive scoring and survey and training products, as well as integrated analytics to help businesses deliver true quality performance.

Comprehensive scoring and reporting to help organizations maintain consistent quality measurement and fast, effective coaching.

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Intelligent masking and muting with metadata attached to automate the administration of PCI and HIPAA compliance.

Realtime agent guidance and desktop automation for average handle time control and cost savings, while reducing customer effort.

Flexible scoring models to help organizations define and calibrate the interaction behaviors most relevant to their business context.

Getting started

The Qfiniti solution has been integrated to Amazon Connect to support detection of a recorded call through Amazon Kinesis Contact Trace Records service. The details for that recorded call are then available within the Qfiniti platform. Using the Amazon Kinesis Real Time Agent Event Stream service, phone event messages are sent to a Qfiniti web service, then downstream to various Qfiniti sub components to enable organizations to:

- Trigger screen recordings of agent workstations based on events for full-time or sampled recording of the agent desktop. All screen recordings are saved in the same Amazon S3 storage location as the voice recording.

- Configure agent workstation triggers to mute or mask screen activity to support the removal of PCI sensitive credit card data, health records or any other personally identifiable information (PII).

- Attach agent workstation fields on the agent desktop to recordings for tagging calls by any value on the agent screen.

- View real-time status of call recording, screen recording and support live monitor through the agent viewer screen.

Feature	Description
Recorded Interactions	Supports interactions recorded by Amazon Connect and stored in S3
	Playback of interactions/metadata from the Connect S3 storage location and can initiate screen recording plans that are synchronized with the related voice portion
Quality management	Evaluation plans driven by interaction metadata, analytics and automatic evaluation scoring to support complex labor environments
	Integrated coaching tips to provide in-context performance management data
Regulatory and business compliance	Business defined triggers to identify sensitive PCI or HIPPA-regulated data within voice, text or screen recordings
	Automatically mask and mute customer information based on business needs
Desktop analytics/ Guidance	The only guidance and automation tool integrated into QM with a single desktop instance (no services engagement)
Speech analytics	Understand the root cause of customer interactions through categorization of all calls based on speech analytics
	Use persona-driven dashboards inside and outside of the contact center
Workforce management	Multi-skill, multichannel scheduling and forecasting of agents
	Increase employee engagement through self-evaluation, dispute management and online portal for coaching, schedule changes and swaps and more

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