



EVALUATION AND SCORING

OVERVIEW

Revcord Evaluation and Scoring Software stays with the theme of Revcord: simplicity. It is fully integrated into every voice recorder at no additional charge providing a seamless interface to find, play and evaluate calls, all from one Internet Explorer browser interface.

PROGRAM AT A GLANCE

1. Seamless and fully integrated at no additional charge
2. Easily select an agent's call, play it back while scoring and commenting
3. Allows companies to measure agents' call handling characteristics
4. Quantify the impact of workplace policies and procedures
5. Detailed progress reports and performance trending through a simple reporting system
6. Design an unlimited number of templates quickly and easily
7. Security and group settings already in place through a full integration
8. Simultaneous access by security group which allows multiple supervisors and agents based on the security level to evaluate, score, and review campaigns.
9. Multiple scoring options available and weightings for each question
10. Use audio clips and call commenting fields in answering questions
11. Fully scalable to handle all users that can access the logger
12. Can be site specific or enterprise capable with a centralized database
13. Review more calls in a fraction of the time compared to other scoring software
14. Deliver objective evaluations of employee performance



OFFICE BUSINESS SYSTEMS
600 M Ryerson Road
Lincoln Park, NJ 07035
P- 973-575-6550 F 973-575-4190
www.obsinc.com