# 8 Advantages of Augmenting Your Call Recording with QM

If you record 1 agent handling up to 10 calls/hour for 6 hours/day, that equals up to 60 recordings/day. In a year, that one agent generates up to 15,600 recordings/year. Leverage this wealth of data to improve business decision-making and performance.

## 1 FIND RECORDINGS FASTER

Call metadata is applied to recordings for easy search & retrieval.

## 2 HEAR & SEE THE INTERACTION

Use the desktop recording feature to record screens & synchronize with voice recordings automatically.

## 3 VIEW DATA SNAPSHOTS ON DEMAND

Views are configurable snapshots with filtering options to view and report on recordings, evaluations, system activity, and more.

## 4 QUICKLY RATE AGENT PERFORMANCE

Use built-in scorecards to evaluate agent adherence to processes & performance while categorizing for targeted coaching.

## 5 COACH AGENTS RIGHT AWAY

Automatically assign specific coaching content to agents to improve individual performance at the exact time it's needed.

## 6 AUTOMATICALLY REVIEW INTERACTIONS

Use Speech Analytics Transcription to convert selected audio recordings to text & searches for keywords or phrases.

## 7 MOTIVATE AGENTS WITH FUN

Easily set up and manage gamification while sharing the results of contests.

## 8 ACCELERATE YOUR AGENT ONBOARDING

Establish benchmarks, set up a review process, and configure training lessons to quickly onboard new agents.

Get started today with a platform that gives you more benefits at an affordable cost.

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