

SOLUTION OVERVIEW

OpenText™ Qfiniti Cloud Edition (CE)

Capturing experiences to drive engagement



Low read average handle time (AHT) by up to 20% at a global hotel chain

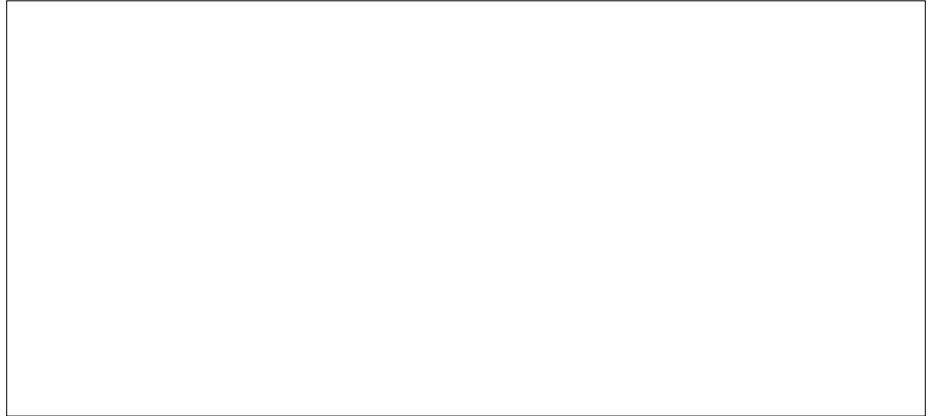


Read first contact resolution (FCR) by more than 2% for a top 10 European bank

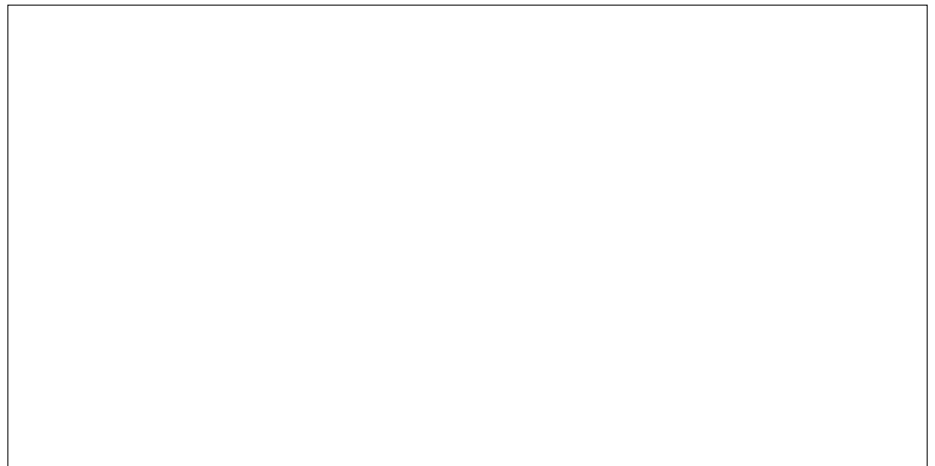
OpenText Qfiniti is the premier solution for workforce optimization and analytics, with a highly integrated and modular product suite. Engineered to operate seamlessly together, a homogeneous cloud-based architecture delivers a powerful, scalable, and secure solution to help organizations improve customer service and drive business growth.

Delivering premium customer service is a powerful competitive differentiator in today's marketplace, making contact center performance crucial to success. To keep customer satisfaction high, organizations must be able to measure and understand interactions to know they are meeting customer needs and identifying opportunities for agent workforce improvement.

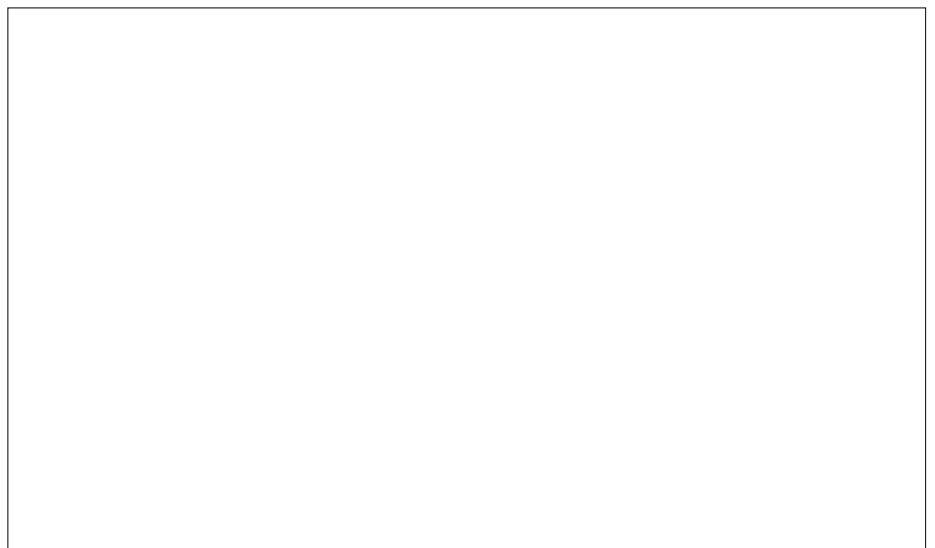
Our OpenText Workforce Optimization and Speech Analytics software is made up of two main product suites, Qfiniti and Explore. The Qfiniti suite delivers a unified, modular and centrally managed platform for multichannel interaction analysis, with real-time agent support and contact center performance management capabilities. By automatically delivering relevant, accessible, actionable customer intelligence, Qfiniti helps organizations understand the meaning of customer interactions and deliver outstanding service across the globe. The solution can be deployed as a Cloud managed service, SaaS or a hybrid model to reduce total cost of ownership and support integrations with partners such as Amazon Connect, Genesys Cloud, Twilio Flex, RingCentral, NICE inContact, Avaya and Cisco.



OpenText Qfiniti Team Overview



Customer Insights Dashboard



Forecasting, planning and scheduling



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