HG
HigherGround
TECHNOLOGY SOLUTIONS

INTELLIGENT RECORDING FOR DECISIONS WITH CONFIDENCE

calibre

STRATEGIC PARTNERS

www.higherground.com

THE HIGHERGROUND DIFFERENCE

HigherGround provides best-in-class recording solutions for performance monitoring in contact centers. Our full-featured products transform data into actionable intelligence, allowing informed decisions to enhance agent performance, optimize operations, improve customer satisfaction and reduce costs, which ultimately increases revenue. We customize solutions to integrate seamlessly with client applications. HigherGround is a proven industry standard and the OEM recording product of choice for thousands of major companies.

HigherGround Delivers:

- Customized solutions to meet specific needs and requirements
- High-quality recording that supports accuracy in contact center analytics
- Certifications and seamless integrations with all key technologies
- Fully upgradable solutions that scale with your system
- True open architecture with non-proprietary hardware
- Quick and professional response from certified technicians
- Secure multi-layer algorithms and encrypted data between client and server

Industries & Markets: HigherGround's expertise and support covers a wide range of industries and specific business needs.

Collections	Contact Center	Education	Insurance
Public Safety	Transportation	Government	Outsourcing
Utilities	Financial Services	Security	Healthcare

THE CALIBRE SOLUTION

RECORD INTERACTIONS
Gain insight to the customer experience. Capture all interactions between agents and customers including voice, text, email, radio, chat, CRM, mobile, survey responses, workstation activities and associated metadata.

AUTOMATE REPORTING
Interactive dashboards, state indicator widgets, and control limit charts provide real-time views to operational performance. Drill down for actionable data for faster, evidence-based decision making and resulting corrective actions.

ANALYZE AND MEASURE
Evaluate agent performance, key performance indicators, and business processes. Turn vast amounts of structured and unstructured data into usable intelligence. Perform analytics-enabled quality assurance, root cause failure and trend analysis, and ensure compliance and script adherence.

CONTINUOUS IMPROVEMENT
Calibre is a reliable, easy-to-use solution designed to deliver timely and accurate information for analytics and business decisions with confidence, enabling you to monitor agent performance, automate and simplify processes, and ensure compliance.

INTELLIGENT RECORDING FOR DECISIONS WITH CONFIDENCE

Calibre is a best-in-class contact center recording solution that transforms captured interactions and associated metadata into intelligence, allowing informed decisions to enhance call center performance. This reliable and full-featured business improvement tool improves agent performance and optimizes operations to boost productivity, minimize risk, improve customer satisfaction and reduce costs, which ultimately increases revenue.

Calibre:

- Captures interactions between customers and agents from any device: telephone, email, chat, mobile phone
- Recordeds interactions available for immediate playback
- Analytics-enabled quality assurance
- Visibility into interactions and insight into the customer experience
- Monitors and measures key performance indicators in real-time
- Intuitive, easy-to-learn and easy-to-use interface
- Obtain quick return on investment

CALIBRE TOTAL SOLUTION

STANDARD FEATURES	INTEGRATIONS	FEATURE OPTIONS
Recording	Web Interface	Agent Evaluation
Retrieval	Email Recording	Advanced Dashboards
Reporting	Flex Seating	Screen Capture
Real Time Monitor	SMDR	Speech Analytics
Dashboards	CRM Data	Mobile Recording
		Survey

Powerful, Easy-to-Use and Flexible

FEATURE-RICH RECORDING & EVALUATION TOOLS
for the contact center

MULTI-SOURCE RECORDING AND REPORTING
Records virtually all data and voice interactions and reports across multiple locations using a single unified interface.

REAL-TIME DASHBOARDS
Switches between live calls with just one click for visibility of contact center pulse and issues as they occur. Evaluates key performance indicators with the flexibility to customize filters in real-time.

SECURITY & COMPLIANCE RECORDING
Advanced API and event triggers prevent archiving of sensitive data and enables clients to adhere to strict security standards. Communications are encrypted and user actions are logged to certify data integrity and track security leaks.

SCHEDULED AND ON-DEMAND REPORTS
Automates measurement of contact center performance by programming and scheduling reports to run on pre-set intervals.

SIMPLE AND EFFECTIVE USER INTERFACE
With customizable docking panes and drag-and-drop controls, the user interface is intuitive, easy to learn, and informative. The search feature has dozens of filter options for instant retrieval of archived data and media.

I'M ALIVE™ – PROACTIVE RELIABILITY
Ensures the system is up and running 24/7 and proactively notifies customers of potential issues before they occur.

FLEX SEATING
ACD or CTI integration tracks agent location, which is ideal for contact centers with multiple shifts where agents share a single desk.

CUSTOM DATA INTEGRATIONS
HigherGround solutions are customizable to meet the unique needs of the customer.

SCREEN CAPTURE
Records and plays back agent workstation interactions to verify agent knowledge, identify areas for improvement, and monitor adherence with organizational policies.

SPEECH ANALYTICS
Automatically analyzes 100% of recorded interactions. Finds specific words or phrases, and identifies and rates the sentiment of interactions. Empowers your organization to discover potentially important issues that may have previously gone unnoticed.

MOBILE RECORDING
Expands recording to your mobile workforce. Captures audio interactions and associated metadata, and produces interaction grid views for a comprehensive and holistic picture of contact center operations.

SURVEY
Automates your customer satisfaction and VOC feedback initiatives and integrates results into Calibre. Customer satisfaction data is attached to the call and is viewed in the interactions grid.

See what customers are saying
ABOUT HIGHERGROUND

The system is very low maintenance. HigherGround's Client Support staff provides remote support, automatic upgrades, and alarm monitoring. Our call abandonment rate is consistently less than 10% with an average answer speed of less than 18 seconds for non-emergency calls. We are heavily dependent on the capabilities provided by HigherGround.

Sheila Cook-Dolcaime -
Parkland Health & Hospital System

Calibre made my job easier, and it enables us do a lot more than we could before. What used to take 4 hours to pull a 7-minute call can now be done almost instantly. At first, I wasn't sure that Screen Capture was necessary, but it really helps to solidify any issues with my agents, and I wouldn't be without it.

Gregg Aguilar - University of New Mexico Hospital

HigherGround's solution is as reliable as a hammer. You know it is going to work every time you use it. Because HigherGround's reporting software is so robust, we opted out of our switch vendor's similar service and ended up saving a lot of money. Also, we have rarely worked with a software provider that allowed the end-user to customize reports so easily and without incurring customization fees.

Del Davenport - Cymetrix Corporation

HigherGround is a rapidly growing U.S.-based quality monitoring vendor with more than 35 years experience in the contact center industry. HigherGround has strong services and good support suitable for midsize organizations seeking a midtier QM offering with attractive performance management features.

Gartner - Contact Center Quality Management Report

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