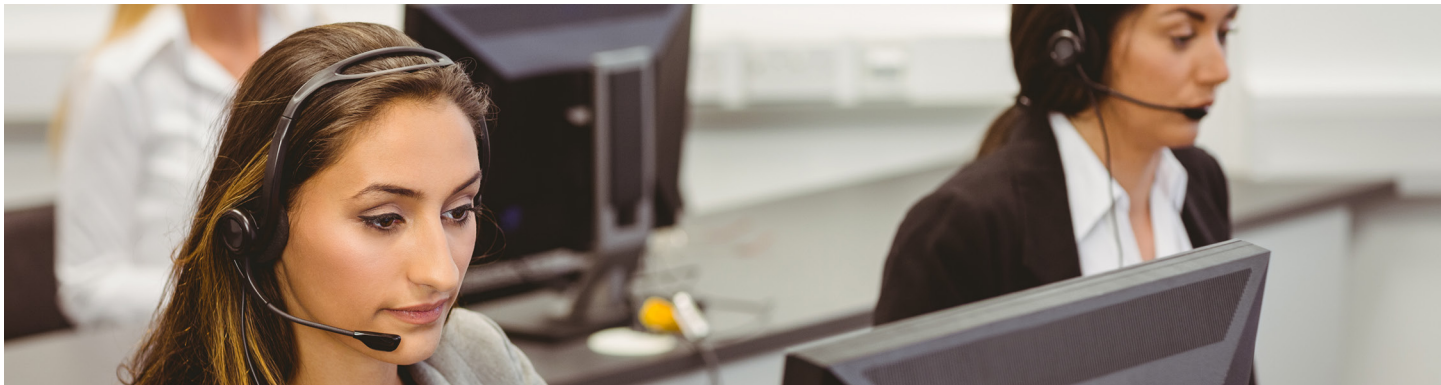# RingCentral Analytics-Driven Quality (ADQ)

Speech analytics gives your business a competitive advantage

While monitoring, measuring, and managing agent performance and service quality remain a priority, many contact center managers are doing more than traditional quality monitoring—they're using "voice of the customer" intelligence to drive better decisions on products, services, and processes. Analytics allows a more sophisticated and efficient look into a larger sample of data and help you answer why like never before.

Using audio files, RingCentral Analytics-Driven Quality can help you capture, evaluate, and learn from customer interactions. This speech analytics solution examines unstructured audio files and automatically surfaces customer behavior indicators. This will help you increase revenue; manage performance, processes, and costs; and enhance customer satisfaction.

RingCentral ADQ works directly with Quality Monitoring and is part of the RingCentral suite. This patent-protected, fifth-generation suite brings together software and services for quality monitoring and recording, workforce management, performance management, eLearning, coaching, and more into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes.

Key features

- Quantify the largest call drivers in your business without the excess labor and cost.
- Provide targeted monitoring to focus on key call categories that are impacting your business.
- Detect emotion through pitch and tone, in addition to audio translation.
- Target coaching for agents through KPI-driven monitoring.
- Automate queues with Shared Smart Inbox to create efficiency in monitoring the largest call drivers.
- Identify customer concerns and desires through speech detection.
- Unlike competitors' products, ADQ is a true cloud solution.

Capture and learn from customer interactions

- Speech-to-text translation
- Emotion detection
- 10 KPIs for recognition
- Measure compliance
- Smart inbox
- Increase sampling

Use analytics to gain insight into your business

Speech analytics gives insight into your entire recorded population by automatically tagging call categories and customer behavior indicators. Track custom categories that matter to your business and leverage the tried-and-true categories that get results for hundreds of others who came before you. This intelligence can be filtered into the smart inbox to drive increased focus on key drivers of your business and provide a statistically valid data set. Teams can utilize a shared smart inbox to work from the same recording queue and more efficiently complete monitoring assignments.

RingCentral ADQ coupled with quality monitoring provides a broad range of functionality:

Recording & Quality Monitoring	RingCentral Quality Monitoring provides synchronized voice and data recording to capture conversations between your customers and agents, as well as the corresponding activities taking place at agents' desktops, such as keystrokes, data entry, screen navigation, and after-call wrap-up. Recorded interactions are tagged and stored for easy, intuitive search and replay.
Analytics-Driven Quality (ADQ)	ADQ uses speech analytics software to strengthen and increase your monitoring sample. Automatically identify call categories to analyze the types of calls you're receiving. Detect emotion through pitch and audio translation for deep customer insights.
Evaluations	With RingCentral Quality Monitoring, you can design intelligent forms quickly and tailor them to your business objectives. Scores can be calculated automatically to help boost supervisor productivity, facilitate quality metric calibration, and streamline contact center productivity measurements.
Coaching	RingCentral Quality Monitoring provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that's integrated with individual quality monitoring evaluation scores and KPIs. This built-in functionality replaces manual, labor-intensive activities with online management tools that link to completed calls and evaluation forms.
Scorecards	RingCentral Quality Monitoring's role-appropriate scorecards display employee performance metrics. These scorecards include an extensive set of predefined key performance indicators, with the optional ability to customize your own, so all levels of the organization, from agents to executives, can assess their performance against goals.
eLearning	RingCentral Quality Monitoring lets you produce a library of best practices from recorded customer interactions using Content Producer. With Lesson Management, eLearning can be assigned and delivered directly to employees based on scorecard results and quality monitoring evaluations. Employees can even assign lessons to themselves to brush up on specific skills.
Administration & Reporting	Bring pre-integrated WFO to your RingCentral ACD infrastructure, minimizing traditional WFO administrative work. You can also choose from an extensive set of standard, preconfigured reports or conduct ad-hoc queries for more sophisticated analysis of your operations.