



# XtR Reporter Pro Supervisor

## Recall every conversation using the power of your PC >

**XtR Reporter Pro Supervisor** is Comvurgent's top-level supervisor monitoring, reporting and Agent Grading package from our XtR Professional range of Digital Call Recording solutions.

Our advanced visibility, access, retrieval, playback, analysis and scoring suite also comprises:

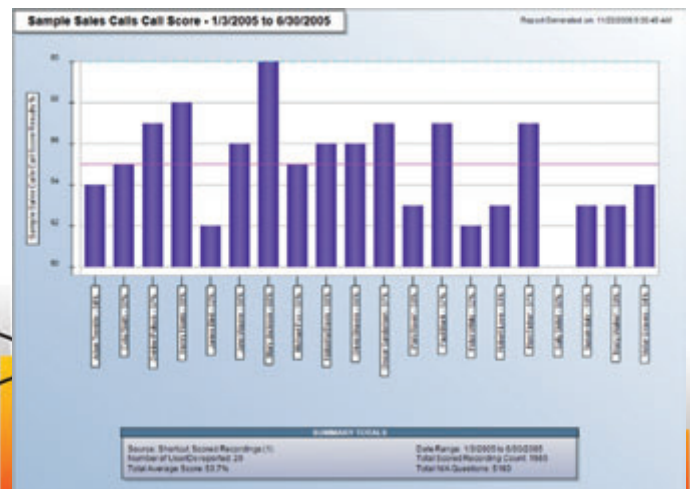
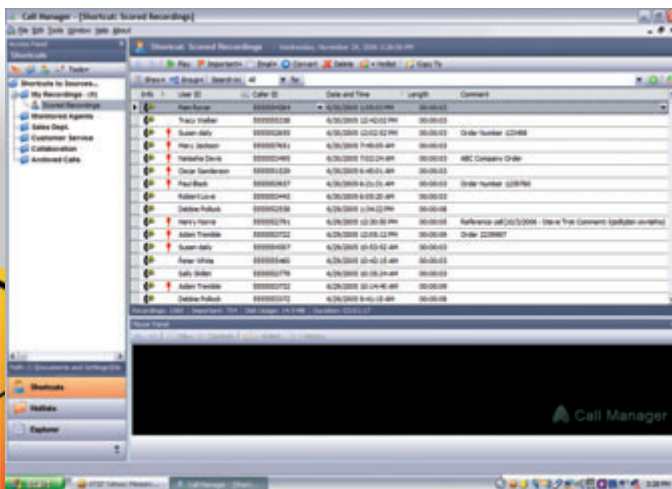
- **Call Manager** - Our entry level search and playback supervisor position.
- **XtR Reporter** - As above but includes graphical reports and advanced playback features.
- **XtR Call Archiver** - Auto archive and manage large volumes of recordings to/from various media.

The suite of applications deliver everything a professional supervisor power user requires and operates on your recordings wherever they are on your network (they are also independent of the hardware recorder platform you have chosen). XtR Reporter Pro Supervisor operates on recordings from:

- Multiple Desktop Analogue units (Universal Adapters)
- Multiple Desktop Digital units (Digital 01's)
- BackOffice Analogue (Analogue 02,04 & 08)
- BackOffice Digital (Digital 04 & 16)
- Our single user stand alone Secure Digital Call Recorder (SD Recorder).

All of Comvurgent's suite of monitoring packages are built on the robust Microsoft .net framework and can manipulate large volumes of recordings. Each application is a workhorse that delivers feature rich productivity tools in a familiar, ergonomic and easy to use MS Office style interface.

XtR Reporter Pro provides the search and playback features of Call Manager with the advanced playback features and powerful graphical reports of XtR Reporter and complements this with a sophisticated Agent Grading module. The Grading Module allows supervisors to set key parameters for agent performance and grade and report against them, the key objective being demonstrated improvement in performance of agents over time.



## Call Score module

The Call Score module allows a supervisor to 'grade' an agent's performance during a sample of calls. The scoring forms are customized by the supervisor and can be backed up and shared across a network.

**XtR Call Score** uses sophisticated weighting criteria to ensure that emphasis is placed on the areas most critical to your business. Questions can be scale or yes/no in nature, if a question is not applicable to the sample conversation, the weight provided that question is then redistributed to the others to ensure fair scoring.

#	Question	Type	Wgt
1	GREETING - How positive was the greeting and introduction?	Scale	1%
2	RAPPORT - How well did we build a rapport with the prospect?	Scale	2%
3	QUALIFYING - How well was the prospect qualified?	Scale	5%
4	UNDERSTANDING - How well did we demonstrate an understanding of the pr...	Scale	5%
5	PRESENTATION - How well was the product presented in relation to the crow...	Scale	8%
6	KNOWLEDGE - What was the ability to answer and satisfy questions?	Scale	10%
7	MOTIVATION - What was the ability to motivate prospect and advance sale...	Scale	11%
8	CONTACT INFO - Was contact information gathered?	Yes/No	2%
9	OFFER - Was an evaluation version offered?	Yes/No	6%
10	WON/LOST - Did the sale close?	Yes/No	50%

Created by: Basil Majed - Telelogix - 8/31/2005 | Form ID: 36572726 | Bias Total: 100%

Call Score  
 Scale Questions - (7)  
 Yes / No Questions - (3)

## Call scoring

Calls are scored by simply selecting the Call Score play mode and grading each segment of the call as the supervisor listens to the actual recording, quickly and easily.

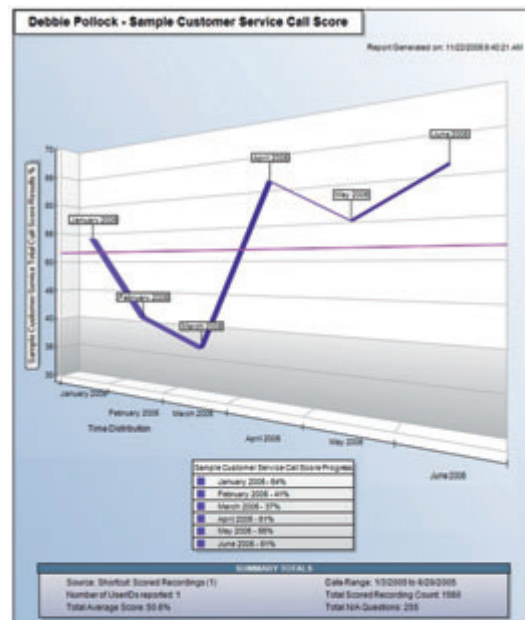
File Name: Debbie Pollock-2005-JUN-29-15-14.22.xtr  
 Agent: Debbie Pollock Date: 06/29/2006 | Time: 01:34:22 | Length: 00:00:08

1. GREETING - How positive was the greeting and introduction?	★★★★★	Good
2. RAPPORT - How well did we build a rapport with the prospect?	★★★★★	Excellent
3. QUALIFYING - How well was the prospect qualified?	★★★★★	Failed
4. UNDERSTANDING - How well did we demonstrate an understanding of the prospect needs?	★★★★★	Poor
5. PRESENTATION - How well was the product presented in relation to the circumstances?	★★★★★	Fair
6. KNOWLEDGE - What was the ability to answer and satisfy questions?	★★★★★	Passed
7. MOTIVATION - What was the ability to motivate prospect and advance sales process?	★★★★★	Good
8. CONTACT INFO - Was contact information gathered?	★★★★★	Excellent
9. OFFER - Was an evaluation version offered?	★★★★★	Nil
10. WON/LOST - Did the sale close?	★★★★★	Yes

Scored By: Steve Trak - 11/22/2006 9:34:14 AM | Total Score: 88.3%

## Call Score reports

Calls are graded and combined to measure an agent's performance over time as well as compare to others in the group with simple, easy to read xgraphs and charts.



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Protect your investment in XtR Professional with our XtR PROtection Plan which includes:

- Change of XtR recording hardware if you change your PBX system
- Extended warranty with advanced replacement of hardware
- Free software upgrades
- Priority 800 telephone line support.

**For details see our separate XtR PROtection plan summary sheet.**