



Novo eLite is the perfect solution for contact centres and SMEs with modest recording needs wishing to comply with regulations and laws in force in their industry while ensuring the quality of their communications. Novo eLite consists of 3 solutions in 1! With permanent recording, listening and searching through the web, and quality control, everything is in place to empower your customers' experience! Equipped with this highly productive tool, it has never been as easy for managers to assess agents and prepare reports. Novo eLite is the best solution to help you monitor your contact centre and to optimize its efficiency.

A guaranteed protection!

The growing number of government and industry regulations has led companies to collect, store and secure personal information and data relating to the organization in order to prevent any possible cases of dispute. To ensure compliance, companies of today must have reliable and efficient tools to cope with daily challenges.

Novo eLite is the ideal permanent recording solution for organizations receiving a slight volume of calls and wishing to record communications for purposes of operation validation, protection, risk management, quality control or for any other reason. Using Novo eLite, it is possible to increase the performance of your organization and train staff more efficiently, in addition to meeting industry standards.

This intelligent recording software records up to 48 channels and has the ability to begin and terminate the recording of a call at the right moment. Doing so, it saves time and storage space while offering only pertinent information that really matters to your company!

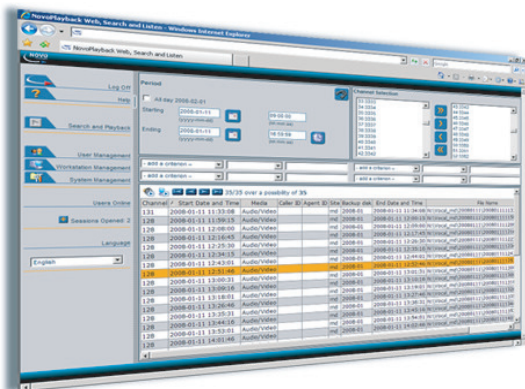
Novo eLite is the result of the strategic combination of a permanent recording software, NovoLog Express, and NovoValue, a software dedicated to quality control. Offering the same numerous advantages as those two, Novo eLite demonstrates an excellent cost-effectiveness as well as an ease of deployment and management matched by no other solution available on the market!

Value the performance of your agents

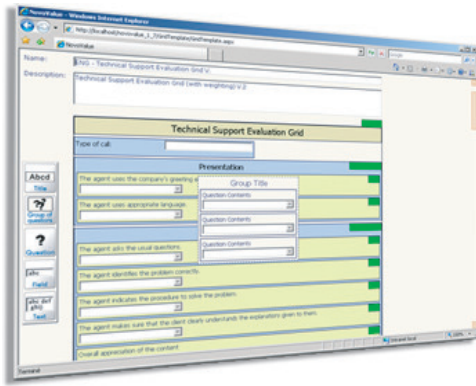
How can you be sure that your agents convey a positive image of your company? To what extent are they helpful to your customers? These are questions you will be able to answer using Novo eLite.

Novo eLite is a web solution for quality control that has been specifically designed for contact centre personnel evaluation. Providing Key Performance Indicators (KPI), Novo eLite offers the best value and allows the meeting of the key objectives of your organization: win customers and agents loyalty, get a superior quality customer service and constantly optimize its performance.

Monitoring the quality of its service not only means to assess the performance of its agents quantitatively, but also to ensure their quality performance. With these critical measures, you ensure that quality standards are met on every call, but, in addition, you guide your contact centre in an added-value, quality improvement process.



Web search and listening interface



Evaluation grid building with Novo eLite

From your recordings, you can fill in evaluation forms for all incoming and outgoing calls. Supervisors can monitor the relevance of contacts, agents or teams to be evaluated, communication channels, and when to assess from specific criteria or use predetermined recording timetables. With Novo eLite, you evaluate the right people, for the right reasons, and at the right time!

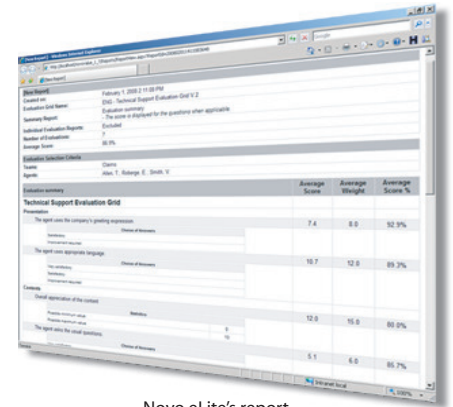
The reports issued by Novo eLite help to determine the strengths and weaknesses of agents and their training requirements. Thanks to this, it becomes easy for supervisors to track the acquisition of essential skills in order to provide the necessary guidance to agents in the hope of increasing their job satisfaction and motivate their loyalty to your organization.

Web Tools 2.0 evaluation and customizable reports

Why limit yourself to predefined assessments and reports templates when infinite possibilities are available to you! Imagine that you have the ability of creating a complex grid, or one that would contain specific criteria to your company in just a few minutes!

The modular approach of Novo eLite allows users to create their own grids and evaluation reports through a user-friendly interface, so simple to use it only requires a minimum of training. Through its use of "drag-and-drop" technology, Novo eLite allows you to quickly reproduce a more elaborate version of your spreadsheet or favourite form made with a word processor.

To save you time, reports can be generated from existing templates in order to avoid having to enter the information each time. These templates are particularly useful when a type of report is used repeatedly. In addition, the ability to customize a report based on criteria specific to the recipient allows the supervisor to provide reports ready to be used at several levels of management. That makes Novo eLite a powerful and practical solution!



Novo eLite's report

Evaluate the customer experience

Hearing the "voice of the customer" is easy with Novo eLite. The solution offers agents the opportunity to proactively survey their clients, right after a call, to ask for their appreciation on the services provided. The evaluation grid is very flexible and the survey forms can contain an unlimited amount of quantitative as well as qualitative questions which provides an unparalleled overview of your customer service.

The ability to export results through a third-party application makes of Novo eLite reports an easy to use, cost-effective and resourceful information tool. Not only does it simplify the distribution of valuable information about your customers and their needs within the organization, but you can also ensure the effectiveness of your service.

Maximize your productivity via the Web

No matter where you are, through an Internet connection and using the Web portal of Novo eLite, you are just one click away from accessing all your records, evaluations and other important information.

Through a secure interface and a wide range of search criteria from the PBX system, it is possible to quickly locate the conversation you want to listen to in the database. This flexibility maximizes your time, makes the management of your personnel more effective and gives more efficiency to your organization in situations where rapid intervention is required.

Impact/ Role		
Supervisor	<ul style="list-style-type: none"> Streamline the evaluation process with better data for quality management Improve coaching and productivity, resulting in fewer training needs Increase evaluation accuracy with customized evaluation forms and grids Improve script efficiency by verifying and developing texts that actually match caller responses Optimize productivity by accessing and listening to audio recordings at any time and place through a web-interface 	<ul style="list-style-type: none"> Decreased agent attrition as a result of enhanced agent performance, motivation and retention Single platform to reduce time lost on searching, listening, evaluating and reporting Less time spent building templates with ready-to-go customizable templates Reduced time necessary to handle complaint by listening to customer call history, thus situations are resolved faster
Manager	<ul style="list-style-type: none"> Improve customer experience, loyalty and value with insightful in-depth analysis of causes and effects, opportunities and trends Increase sales and performance; consequently, better customer service and agent effectiveness Improve manager productivity by having fast access to create reports Equipped with tools to comply with regulations and liability requirements, and for increased protection against litigation Improve sales techniques by having valuable sales and marketing data to share with sales and marketing departments 	<ul style="list-style-type: none"> Decreased costs of implementation with products that are easy to integrate into the current infrastructure Reduced customer churn through the consistent evaluation of interactions, post-call customer surveys and ensuring objectives are met Decreased talk, wrap-up and idle time, resulting in reduced staffing and operational costs Reduced abusive calls and improved employee security
IT Coordinator	<ul style="list-style-type: none"> Strengthen reliability, scalability and security Enhance quality of maintenance with centralized management tools Improve user support with ease of application 	<ul style="list-style-type: none"> Reduced implementation, configuration and learning time Reduced acquisition and maintenance costs resulting from open architecture and industry-standard technology

Novo eLite offers a wide range of features

- Permanent recording (digital and analog)
- Records up to 48 channels
- Intelligent recording calendar triggers
- Multi format compression
- Archiving on DVD-RAM or network
- Exportable audio files
- Multi PBX support
- Direct digital connection to the PBX
- User & group administration
- Preventive diagnostics with e-mail alerts
- Advanced search, playback and evaluation web-based interface access
- Channel monitoring
- Customizable Web 2.0 evaluation grids & reports
- Quantitative & Qualitative analysis
- Countless number of question/answer grids
- Exportable reports
- Language setting per user
- Multi-user & Security profiles
- Customizable recording purge criteria
- Report templates
- Team & Skills management
- Contextual online help
- Open architecture

Novo Technologies is a leading innovator and supplier of flexible and adaptable contact centre Key Performance Indicators measurement and compliance software, providing the best value to empower the customer experience.

Since its foundation in 1995, Novo Technologies has experienced remarkable growth and has received numerous awards for its ingenuity and innovation. It has been providing pioneering technology and superior service to hundreds of organizations in financial services, healthcare and government within Canada, the United States, Mexico, Brazil, Costa Rica, Colombia, Malaysia and Vietnam.

Other Novo Technologies Solutions:

NovoLog Suite

NovoLog Enterprise & Express: Permanent recording

NovoPlayback Web: Intelligent audio player with web interface

NovoScreen: Screen capture recording

NovoValue: Quality monitoring

CourtLog: Court recording

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