



TMC Labs Review

Authority Software

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Authority Software provides cloud-based scripting, quality recording and PCI compliance solutions for call centers. Its workforce optimization tools have been designed to improve both the customer and agent experience through integration with a number of contact center vendors, like Five9, with which it shares a large client base.

Quality Manager improves customer service through quality assurance monitoring. It allows companies to play, evaluate and store their call center recordings, which means they save time through better decision-making and simplified performance reviews.

PCI Redactor allows companies to comply with Payment Card Industry (PCI) data security standards. The patented technology allows users to redact protected audio with sensitive information from call recordings prior to the storage of the recordings.

Script Designer allows an organization to quickly create call center scripts that eliminate irrelevant information and promote a consistent encounter.

The entire solution is incredibly powerful and flexible, but does come with a learning curve. Quite often in the call center market, major players have become conglomerates with numerous solutions bolted on, which typically adds time to client onboarding. Because this solution is built 100%

how to build a report. The Authority CRM database access service document explained methods, searching, and a sample application. The Authority CRM Script User Guide showed us how to use the drag-and-drop script designer complete with widgets, fields and controls.

Features

This solution does not lack features – here are some of them:

Call Grid Sample Screenshot

Date	Client	Telephone	Agent	Campaign	Agent Group	Disposition	Call duration	Call recording	Multisegment?	Manual trim	Video	GA
9/22/2015 4:18:41 PM	@Customer first_name@ @Customer last_name@	@Call number@	@Agent full_name@	@Call campaign_name@	Sitel							
7/31/2015 12:10:11 PM		6477000000	Devin Lones	NO OMS--ANF English-US Primary	247	Resolved: No Further Action Required	00:00:01					
5/20/2015 1:25:15 PM		0114800071610788	Susanne Schindelmeyer	OMS HCo German Primary		Awaiting Customer Response	00:00:53					
6/29/2015 3:54:02 PM		7000000000	Myles King-Acevedo	NO OMS--ANF English-US Primary	247	Resolved: No Further Action Required						
6/10/2015 3:42:21 PM		8800000000	Tonya Sanders	NO OMS--ANF English-US Primary	247	Resolved: No Further Action Required	00:02:47					

Call Grids are customizable. Search filters and icons (i.e., Manual Trim, Video, etc.) vary based on individual customer. This sample shows all of the available features.

from the ground-up by Authority Software, it provides a tremendous advantage in that customers can be turned up in just hours.

Installation

Increasingly, the products we review are cloud-based, meaning no installation is required.

Documentation/Training

We were provided with a few documents, such as a Report Creation Developer Manual, which detailed

Quality Manager:

- Improve call center call quality, corporate adherence, and consistency;
- Retrieve recorded call details at the touch of a key;
- Enhanced search retrieves dozens or thousands of recordings;
- Customize quality assurance forms to meet business needs;



- Evaluate call center agent performance with stored video and audio recordings;
- Gain measurable and actionable insights with Quality Manager;
- Capture vital data and build reports from multiple sources; and
- Filter groups of recordings based on specific criteria, in a matter of seconds.

PCI Redactor:

- 256-bit (AES) encryption for security and regulatory compliance;
- Prevent unauthorized users from accessing recordings and reduce the risk of credit card fraud in the contact center;
- Comply with security regulations across many sectors, including health (HIPAA) and finance;
- Automatically track the location of private information flagged to be removed from final audio recordings; and
- Store recordings either perpetually or for a pre-defined period of time without any concern that sensitive data is accessible by users.

Script Designer

- Unify information from multiple sources;
- Present only relevant data to agents;
- Deliver knowledge across all customer interactions;
- Provide a true single view of the customer with actionable intelligence;
- Increase speed and accuracy by creating a consistent experience for agents; and
- Create and access reports from multiple sources through a single user interface.

In addition there is screen capture of PC, Apple, or VDI environments.

Build/Design

The solution is very flexible and overlaps the cloud, web and contact center. Many thoughtful details are added, such as a compressed screen when branched scripting is utilized for ease of viewing.

- The telephony platform eliminates access to the original audio upon acknowledgement of the successful transmission to Authority; and
- Authority applies the deletion process, stores the recording in an encrypted format and then allows user access via a Recording Manager interface.



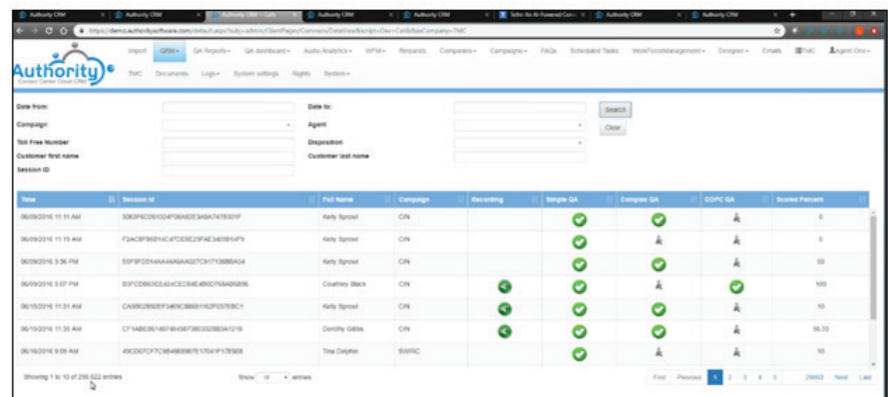
We are also impressed with how the PCI redaction works:

- Recordings are captured on the telephony platform via VCC best practice settings;
- Authority JavaScript code (applied to fields that should be excluded from audio) tracks the recording location of the audio segments that will be eliminated;
- Recordings are sent to Authority via SFTP for elimination of credit card audio segments;

Performance

The system performed very large searches, rapidly allowing us to look for specific date ranges, ANI or DNIS information.

Any data can be used as a column or filter. The session IDs act as a key and tie the beginning and end of the calls together, and connects them to the audio file. It can also deliver the agent name and name of the campaign. In the example below, the checkmarks correspond





to forms that have been scored.

A call can be flagged by the QA manager for training. Problems can be graphed. The audio is archived forever and can be sent to Watson or CallMiner for audio analytics.

Managers can look for foul language, phrases that mention being sued or lawsuit, and call detail records (CDRs) can be ranked by disposition code.

Call traffic can also be charted.

ing was handled with great care. The Form Designer was our favorite feature by far – it allowed us to make our own forms or use templates that correspond to industry best practices.

The system can be styled – it's all in HTML. We saw basic screens, but they can be altered.

Differentiation

Big differentiators are speed, cohesive code, and flexibility.

Ease of use

provided by the same company, with no bolt-on acquisitions, so the interface is similar across functions. While it was not part of this version, we're told WFM forecasting and budgeting is currently available and scheduling functionality will be available in spring 2020. As part of the same cohesive platform, it will include native access to contact center data, rather than having to connect to an external source.

Room for Improvement

With a system this robust, we suggest videos – many of them – to walk customers through all the power of the solution. We'd like to see videos on script building, searches and lots of examples of the system in action in various applications and markets. We'd also like to have access to an "Idiot's Guide" for someone to get a quick overview of all the power the system can provide.

This is one of the few products we really liked but felt there wasn't enough time to fully utilize in the short time we had to test it.

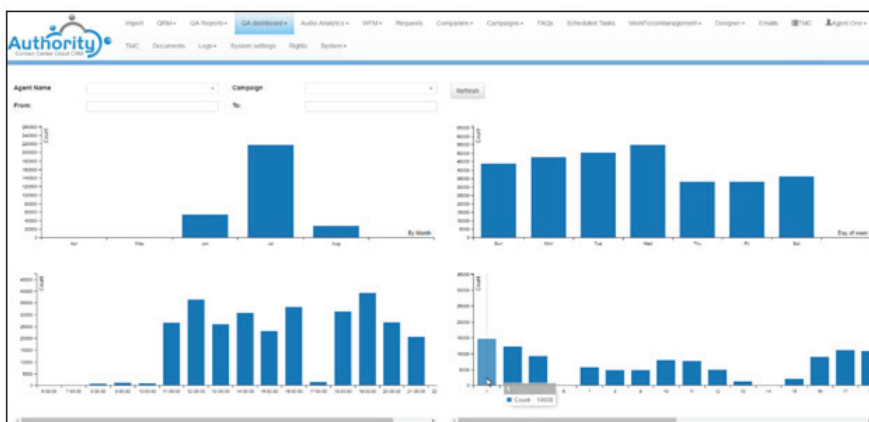
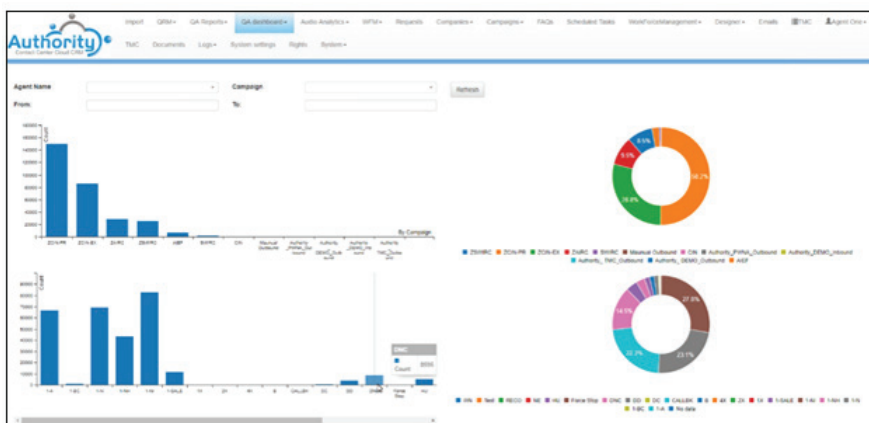
Quality

We were impressed with the functionality of the system. Everything worked professionally and our train-

This is a complex solution – as we've mentioned – but it is full-featured. Any product in this category will have a learning curve, but one advantage is all the software is

Bottom Line

We really like Authority Software's offering – the script building, the flexible searching and all the features available in a web-based interface.



Scorecard (out of 5):

Ease of Install	★★★★★
Ease of Use	★★★★★
Interface.....	★★★★★
Functionality	★★★★★
Overall Rating	★★★★★