



SOFTGEN GROUP

SOFTGEN

The company "Softgen" was founded in 2008 and still successfully operates on the Georgian software market.

It is staffed with highly qualified and experienced employees who care about the sustainable and innovative development of the company.

During the history of the company, a number of important and innovative projects have been implemented and a number of software and technical solutions have been created, which are implemented and functions effectively in more than 150 different partner organizations.



SOFTGEN

- ✓ 14 years of experience operating on Georgian and foreign markets
- ✓ More than 150 partners in both the private and public sectors
- ✓ Softgen team consists of more than 50 highly qualified professionals

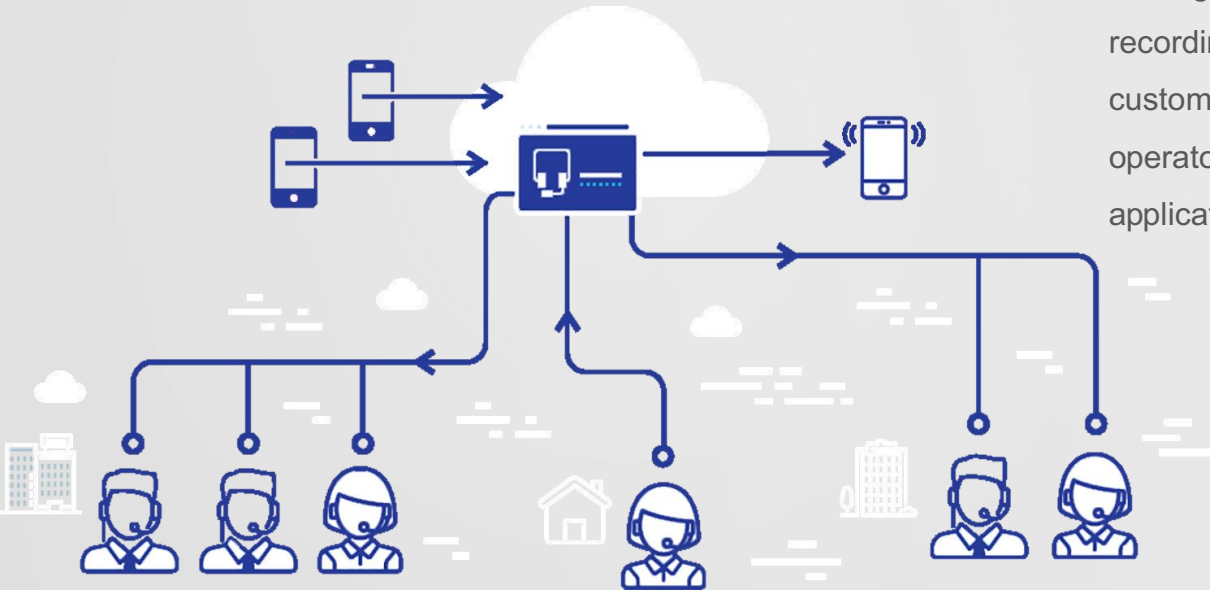


Voice Expert (Voex)

Monitoring of Records

- ❖ To ensure the regulations established by the order of the National Bank of Georgia, the company SOFTGEN has created a software that gives possibility to organizations to maintain a register of communication / certification documentation and a digital archive of records.

- ❖ Through VOEX it is possible to create an audio recording of the process of communication with customers - Both on the phone and at the operator's desktop (via specialized desktop application - the client)



Voice Expert (Voex)

Monitoring of Records

- ❖ VOEX - is an electronic communication management system, which is useful for organizations that have active contact with customers, via information desks and call center
- ❖ VOEX - is a powerful tool that allows you to monitor the quality of customer service
- ❖ VOEX integrated call center is configurable using both GSM module and Voip phone



Voice Expert (Voex)

Monitoring of Records

Records are evaluated on the basis of evaluation forms established by evaluators or managers



Different evaluation forms can be developed for different types of services

Voice Expert (Voex)

Functions

- ❖ Automatic sending of voice and text messages
- ❖ Production of audio recordings of the service
- ❖ Evaluation / processing of records
- ❖ Assembling evaluation forms
- ❖ Flexible scheduling of redistribution of records for evaluation
- ❖ Monitoring and control of recording equipment in the system
- ❖ Reports



Voice Expert (Voex)

The system has a step-by-step ranking of the roles of registered users:

Manager

Evaluator

Administrator

Visitor

Operator



Voice Expert (Voex)

Manager

- ❖ Implementation of evaluation
- ❖ Compilation of evaluation form
- ❖ Issuing an assignment



- ❖ Receiving employee responses
- ❖ Planning of redistribution of records
- ❖ Compilation of reports
- ❖ Monitoring of operators

Voice Expert (Voex)

Evaluator

- ❖ Implementation of evaluation
- ❖ Compilation of reports



- ❖ Monitoring of operators
- ❖ Receive feedback on evaluations made



Voice Expert (Voex)

Administrator



- ❖ Manage all rights in the system
- ❖ Access to the Administration Panel
- ❖ Manage all major system parameters

Voice Expert (Voex)

Visitor



- ❖ Access to records and evaluations, within an area specified by the administrator
- ❖ Compilation of reports

Voice Expert (Voex)

Operator



- ✓ The right to provide feedback on the evaluation
- ✓ Stop the recording process by the request of the citizen
- ✓ View all evaluations in one space



VOICE EXPERT

☰ მთავარი

+ ახალი კომპონენტი

აირჩიეთ ფილტრი

კოპირება გადმოწერა გაზიარება დაგეგმვა

უარყოფილი შეფასებები 440

12 -49%

უარყოფილი შეფასებები

440

უარყოფილი შეფასებები 275

12 -49%

უარყოფილი შეფასებები

275

საშუალო ქულა 277

223 -49%

საშუალო ქულა 277

277

შეფასებები 267

12 -49%

შეფასებები 267

267

შეფასებები 265

12 -49%

შეფასებები 265

265

VOICE EXPERT

შეფასების ფორმა

ფორმის სტატუსი

შეფასების ფორმა

სერვისი: მთავრე სერვისი

აღწერა

გლობალური (edited)

სერვისი:

ფორმა

ზოგადი შეფასება

სერვისი: რამე სერვისი

ზოგადი შეფასება

კეთილგანწყობა

სერვისი: რამე სერვისი

კეთილგანწყობა

VOICE EXPERT

☰ ჩანაწერების ცხრილი

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სტატუსი	ოპერატორი	ნომერი	დრო	ხანგრძლივობა	სერვის ცენტრი	სერვისი
☆ ☑️	Evgeni Bliadze	40	30 დეკ 2021	00:00:21		ტრანზაქციის გაუქმება
☆ ☹️	sergi neberidze	38	30 დეკ 2021	00:00:09		ტრანზაქციის გაუქმება
☆ ○	sergi neberidze	37	30 დეკ 2021	00:00:43		ტრანზაქციის გაუქმება
☆ ○	sergi neberidze	36	30 დეკ 2021	00:01:02		ტრანზაქციის გაუქმება
☆ ☹️	Evgeni Bliadze	35	30 დეკ 2021	00:00:49		ტრანზაქციის გაუქმება
☆ ☑️	Alex Arsen	30	27 დეკ 2021	00:00:47		ტრანზაქციის გაუქმება
☆ ☹️	sergi neberidze	28	26 დეკ 2021	00:00:14		ტრანზაქციის გაუქმება
☆ ☑️	Alex Arsen	27	24 დეკ 2021	00:00:17		ტრანზაქციის გაუქმება
☆ ☑️	sdf sdf	25	9 ნოვ 2021	00:00:12		ტრანზაქციის გაუქმება

გამოქვეყნებული

SOFTGEN GROUP

www.softgen.ge

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**SOFTGEN
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