



VisionQuiz™

Driving Tomorrow's Employee Engagement Innovation



SYMBIO A VXI Company

Symbio is a global software engineering and R&D services company. We help our clients build innovative software products, and transformative digital services that connect, engage, and amaze their customers. Since 1994, we've developed a comprehensive solution portfolio to help create, enhance and differentiate our client's products & services.

In 2014, Symbio was purchased by VXI Global Solutions. VXI provides global BPO, call center and customer care services that enable clients to manage their business and customer relations more efficiently. Headquartered in Los Angeles with over 21,000 employees worldwide and 40+ global office locations, VXI's

integrated service centers support all customer engagements in multiple languages in the United States, Philippines, South America, and China.

This acquisition combines Symbio's technology solutions with VXI's leading business process and information technology outsourcing services. Symbio has the ability to provide custom solutions in business-to-business and business-to-consumer applications. More importantly, combining our two entities gives us the wherewithal and business process knowledge to help software development companies build call center solutions more quickly and cost-effectively.

VisionQuiz™ is a training software platform that helps employees to gain business knowledge, provides quality inspection for agents, and enhances the management ability of operation management personnel. It has training, testing, examination, data management, course management, and many other functions, which can satisfy user's learning needs. Also, the training system resources are more concentrated in the business system platform, which provides a basis for managers to make scientific decisions.

Through the software, the supervisors at all levels can master the project knowledge, play a supervisory role on the employees' learning, and timely understand their business proficiency.

VisionQuiz™ system target users

- Professional, or corporate customer interaction centers that require Quiz training services in various industries
- Professional outsourcing, or corporate customer interaction centers that use systems such as VXI digital audio and video recording, which require quiz training management
- Users preparing, or who have applied for professional outsourcing, or enterprise customer interaction centers that need to conduct quiz training management work.

Function Overview

- **Quick Installation** - VisionQuiz™ can be simply installed and debugged in a short time, avoiding long-term investment.
- **Full-featured** - VisionQuiz™ presents the whole process of Schedule Quiz, Establish quiz library, Distribute Quiz type, Take quiz, Quiz report, Quiz analysis.
- **Safe & Reliable** - Unified equipment with stable system, and only need a small number of IT personnel to maintain.
- **Expanded flexibility** - The platform meets the capacity needs from 10 to 300 seats, also can be deployed on any demand.

Visit www.symbio.com or contact us at marketing@symbio.com.

You can also call us at +1 (408) 996 9700 to arrange a conversation with our sales team.

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VisionQuiz™

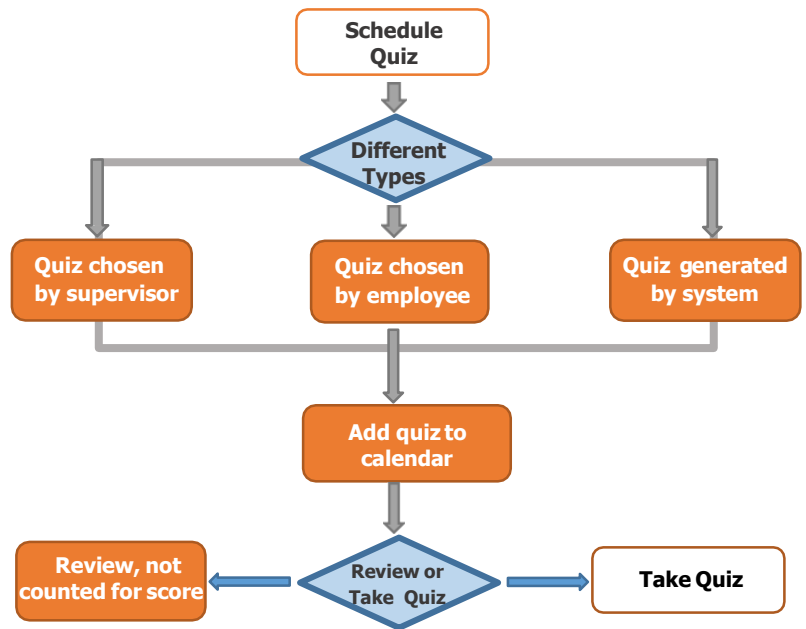
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VisionQuiz™ Features

- Variety of quiz library selection
- Diverse ways of quizzing
- **VisionQuiz™** system provides import of quiz files for easy batch operation, and quantitative analysis
- Practical manual review/Tutoring function
- Administrator can set automatically generating quiz form/sheet for the system, and send reminder messages to the agents
- Rich statistical/analytical reports
- User permissions management defines different rights of system users according to different levels of managers. One user can belong to more than one role
- Advanced B/S architecture - users can access the system to view reports through any web browser at any time and place
- Online report preview helps managers to conduct customer care management statistics
- Enable multiple report export formats
- Flexible interface to meet different customers' needs
- Friendly operation interface, which greatly reduces the fatigue of the client interaction center staff looking at a single interface for a long time

VisionQuiz™ system process



This process demonstrates the important aspects of the entire VisionQuiz™ system

VisionQuiz™ has been widely praised by customers in various industries. We bring customers more than just customized on-demand product solutions, and more of the value-added benefits that the products themselves bring to their customers' businesses.

Operating Systems

Hardware equipment requirements		
Name	Minimum configuration	Recommended configuration
CPU	>= 2.0 GHz 2 core	> 2.4 GHz 4 core
RAM	>= 4G	> 8G
Hard disk	>= 50G	> 100G
Optical drive	CD/DVD	CD/DVD
Network card	Single	Single

System software requirements	
Name	Performance requirements
Operating systems	Windows server 2003 /2008
Database systems	SQL server 2003 /2008
Web service	Tomcat 7.0.70+
Java virtual machine	JDK 8
Explorer	IE11, Chrome, Firefox, Safari

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