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Recording, Quality Management and Speech Analytics User Manual

Quality Monitoring

Quality Monitoring

Quality Monitoring (QM) helps organizations move beyond random sampling to gain a deeper understanding of its agent/customer interactions by monitoring, evaluating, and studying customer interactions. Quality Monitoring not only helps organizations identify agents who under perform, but it also helps them identify the root cause of an agent's behavior.

The QM module is a tool that helps organizations improve agent productivity as well as customer satisfaction. The key features such as Forms Manager and Evaluations Manager can be utilized for evaluating agent productivity, as well as targeted agent training. These features allow easy detection and training of agents who do not adhere to compliance or specified procedures.

By understanding agent performance and productivity at a granular level, Quality Monitoring offers insight into customer interactions and ways in which agents can improve them. That is, Quality Monitoring offers insight that has the potential to increase employee productivity, resolve future customer disputes and subsequently enhance customer service. It enables you to ensure consistent and professional service.

Quality Monitoring key features include:

- **Forms Manager:** enables you to create feedback forms to use when evaluating your contact center agents.
- **Evaluations Manager:** enables you to create evaluations to monitor your agents productivity and efficiency.
- **Evaluation Sessions:** provides a list of existing evaluation sessions.
- **Evaluation Reports:** enable you to monitor agent or evaluator progress using predefined reports, identify areas for training, and calibrate evaluator responses to limit evaluation variations.