

CCQA

One stop solution to keep a check on all your Contact Center Operations



Everyone wants a smooth and seamless journey while shopping, no matter it's any brick or mortar store or any ecommerce platform. So, if customers come across a situation in which they have to call for any help then it means they are already frustrated and if they are not treated well, brands can witness a heavy churn. Evaluating the recorded/live calls enables the management team to carry out accurate trainings to brush up the acts or areas where the representative is really lacking. Not only this, a robust and foolproof analysis of calls even leads to detect some of the major potential loopholes that can come up in future. It's not only about identifying the issues and giving random commands to the team to improve but it is about identifying, analyzing, planning and implementing the modifications by working along with the team.

Customer handling at contact centers

The Importance...

What's in our solution?

Our Call Audit SAAS Application integrates with Call center Dialer and CRM to fetch the details and calls (not storing on application) via API provided by CRM & Dialer vendor as per the need of project.

System Features

- Inbuilt analytics tool to dig deep into call center's quality scores
- Understand evaluator performance and develop a fair and consistent approach to quality with our sophisticated calibration tool and workflows.
- Call center agent profiler for showing quality scores
- Intuitive reports to quickly identify agent's behaviours or processes
- Enable the Auditor to access their feedback and coaching records and allow them to participate in the feedback and coaching process.

Functionalities to rely upon

- API Integration with dialer to access Campaign wise call data.
- API integration with CRM /Lifeline portal and mapping it with Call center data for mapping of tagging done in CRM during call.
- Automated Business Rule creator for allocation of calls to QA
- Analytics based on customer requirement
- Customized reports
- Productivity analysis of QA
- BQM of Call center agents
- Agent Coverage
- Dynamic score card creator for campaign based.
- Calibration of auditors

To bring in quality make it a Collaborative Process

The entire focus while driving quality in any call center system is to make it a collaborative process. Once the team understands that all these call recordings and setup is for enhancing the call center operations and deliver brilliant customer experience, then improving the quality and maintaining it becomes a lot easier. Employees or the call center representatives are the first point of interaction for any customer who reaches out to them, hence making them understand about the importance of customer delight, quality assurance and process improvement is an integral step. Once all the team members including the decision makers collaborate to cater the customers, quality is assured automatically. Incorporating various executives from various departments helps in solving complex problems immediately and cater prompt solutions to the customers. Equal work distribution results in increased efficiency as the work gets divided between different representatives. Working collaboratively invites creativity and new ideas which is very important to make a difference and get recognized in front of the customers.

Connect with us

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