

Top 20 Quality Monitoring Solution Providers - CIO Review 2015



Monitor Customer Interactions Effortlessly



Gather Business Intelligence



Customizable Quality Forms



Real Time Analytics

The QEval Advantage



Identifies marketing insights



Advanced reporting suite



Streamline evaluation process



Distinguish and quantify coaching needs



User friendly dashboards



Provides immediate feedback



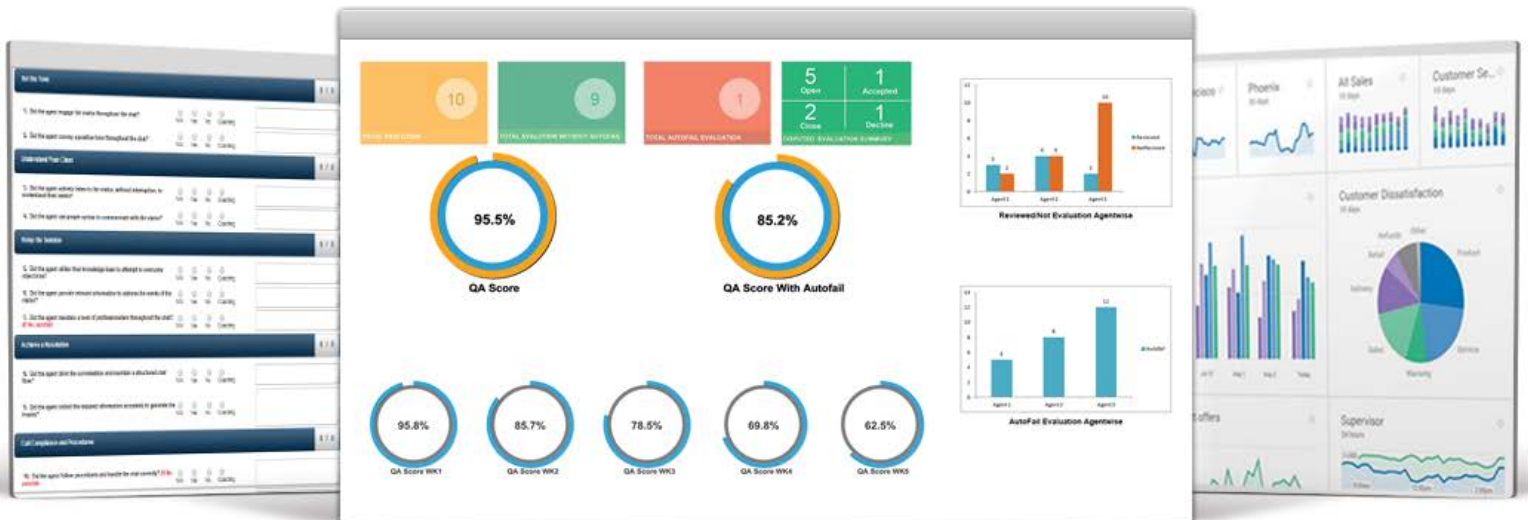
Actionable insights into business and customer experience opportunities



Recognize and measure agent behaviors



Targeted performance improvement at agent level



Next Generation Features

Secure cloud hosted platform



Fully customizable



Data aggregation & trending



Speech analytics



Integrated online help

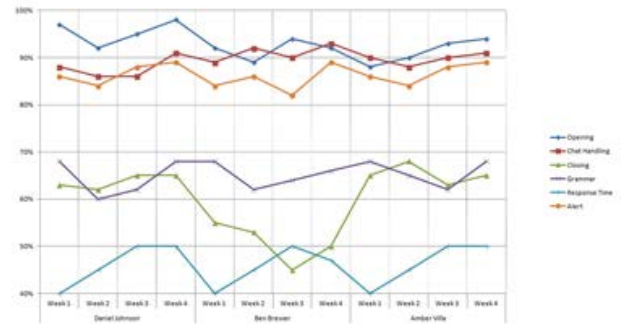


Real time reporting

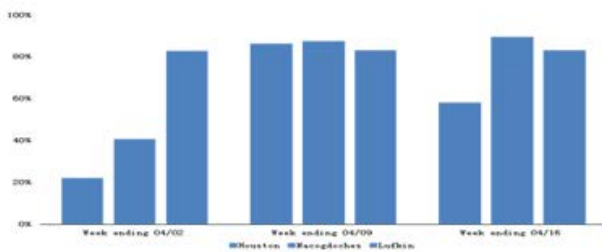
Gain insights to operational effectiveness and improve the customer experience

Overall program QA score	Score %	Performance Bar	Status
I. EXHIBITS FRIENDLY CUSTOMER INTERACTION			
1. Answers/greets customer promptly & identifies self and company with enthusiasm, establishes rapport	98.25%	<div style="width: 98.25%;"></div>	Green
2. Verifies decision-maker; asks for alternative DM, schedules a callback (if appropriate), reads monitoring statement	35.12%	<div style="width: 35.12%;"></div>	Red
3. States reason for call & regrets appropriately, offers tickle statement	99.91%	<div style="width: 99.91%;"></div>	Green
4. Demonstrates courtesy with tone, PROFESSIONALISM, manner, rate of delivery, interest & confidence	100%	<div style="width: 100%;"></div>	Green
Section Average	83.32	<div style="width: 83.32%;"></div>	Green
II. EXHIBITS INTERVIEWING TECHNIQUES			
5. Demonstrates script adherence and call structure	49.44%	<div style="width: 49.44%;"></div>	Yellow
6. Fact-finds to obtain/verify essential information, probes effectively, asks discovery questions & gathers clues	49.26%	<div style="width: 49.26%;"></div>	Yellow
7. Demonstrates listening skills / Acknowledges customer comments and/or concerns / Transition statement	99.63%	<div style="width: 99.63%;"></div>	Green
Section Average	66.11	<div style="width: 66.11%;"></div>	Yellow
III. DISPLAYS ABILITY TO MAKE RECOMMENDATIONS & INFLUENCE CUSTOMER			

Top three opportunities – campaign wise



Site wise QA score



Agent wise QA score



Thinking about an automated and advanced call center quality monitoring software?
Think QEval.

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