



## QUALITY MANAGEMENT

Improving workforce performance and driving customer interaction excellence.

Contact centres are a customer's first point of contact with the majority of businesses, and the impression left on them by agents can make or break relationships and brand loyalty. Measuring and managing agent performance effectively, and providing inspirational feedback and skills coaching, are therefore critical elements of ensuring the success of the contact centre, and in providing effective customer service that enhances the brand.

## MEASURE AND MANAGE AGENT PERFORMANCE TO ENHANCE BRAND REPUTATION

Performance management of contact centre agents is a key business process, and successful quality monitoring is not just about consistently and fairly evaluating calls. DataVoice Quality Management gives supervisors and managers the tools they need to be able to analyse performance in a practical way so that training needs can be identified, enabling them to offer personalised goals, positive motivation and encouraging feedback to inspire agents and foster improvements.

### FEATURES

- **FULLY CUSTOMISABLE EVALUATION TEMPLATES -**  
Templates are tailored to meet specific business objectives and desirable behaviours, with no limit to the number of questions, question weighting, scoring guidelines, mixed customisable scoring and more.
- **CREATE ON-THE-FLY FEEDBACK DURING AN EVALUATION -**  
Supervisors can add coaching comments, call segments and relevant learning attachments to specific questions or areas of concern.
- **AGENT EVALUATION SIGN-OFF -** Allows an agent to review and comment on a completed evaluation.
- **AUTOMATIC SELECTION OF CALLS FOR EVALUATION -** A recurring schedule ensures that calls are independently and consistently selected across all agents and teams for evaluation.
- **PRE-FORMATTED REPORTS -** Easy to use, customisable report templates are available for call evaluations, performance comparisons and coaching activities.
- **ROLE-BASED SECURITY -** Levels of access can be granted to users depending on their assigned tasks.
- **MULTI LANGUAGE SUPPORT**

## BENEFITS

Call evaluations can be turned into customised coaching sessions.

One-on-one reviews can be formalised by scheduling reviews of agent performance and improvement objectives.

Automated processes ensure fair and objective selection, evaluation and analysis.

Create a culture of continuous learning and development for enhanced customer service and satisfaction.

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DataVoice QM is a powerful Quality Management solution focused on improving and maintaining high standards of customer interactions through Agent Evaluation and Agent Learning portals. It is key in the development of agent skills and ensuring they achieve the required standards in customer service & loyalty, cross & up-selling, first call resolution and optimum call handling time.

