IPI's **Automated Quality Management** powered by Verint

Is your quality management programme truly effective? If you're relying on a handful of interactions per agent as the basis for evaluations and decision-making, you may be overlooking important opportunities for improvement — and doing your customers, agents, and organisation a disservice.

Our automated quality management solution can automate the entire contact centre quality process, from scoring evaluations through assigning coaching. This innovative solution can automatically score up to 100 percent of recorded voice and text-based interactions. It offers much greater insight than you would receive from a small sample of interactions while enabling you to focus your quality team on other activities that can add greater value to your business, such as analysing interactions, evaluating compliance, and providing targeted coaching. You can transform traditional quality processes by understanding agent performance and quality of each interaction, better informing decisions that can drive business improvements, such as:

- **COST EFFECTIVENESS** — Balance customer satisfaction with operational efficiency by shifting contact centre resources where they can deliver the greatest impact, without incurring unnecessary expense.

- **COMPLIANCE** — Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and potential associated penalties.

- **CUSTOMER SATISFACTION** — Improve the quality of interactions between customers and agents by redirecting your resources to address individual employee gaps in knowledge, proficiency, and adherence to processes.

- **EMPLOYEE SATISFACTION** — Build agent satisfaction by assessing performance consistently, transparently, and objectively across every interaction, and share results with employees, managers, and executives.

This practical solution can help elevate your quality programme to a level that would be difficult to attain through traditional quality management solutions alone.

Now you can

- Automate the entire quality management process, from scoring evaluations to assigning coaching.

- Autoscore up to 100 percent of recorded voice and text-based interactions, offering greater insight, objectivity, and consistency than sampling techniques used in traditional quality management.

- Reallocate quality resources from scoring evaluations to higher value activities, such as coaching agents.

IPI
Exceptional
Customer
Contact

www.ipintegration.com

Introduce automation at your own pace

You can introduce autoscoring at your own pace by incorporating it into a few of the questions and forms you use today or starting from scratch and autoscoring all of them. You can automate as many evaluation questions as you choose, add forms over time, and roll them out to different groups in phases to help build confidence and encourage adoption.

Creating new forms is easy. You can even specify which questions should be manually or automatically scored, providing your organisation with flexibility in addressing particular business units, types of calls or text interactions, groups of users, and more.

Empower employees to do their best

Our solution includes integrated scorecards and can provide a seamless, automatic workflow for scoring interactions, reporting on and sharing these metrics, triggering alerts, and viewing the results of coaching sessions to help resolve skill gaps. Your organisation can benefit from a range of features, including:

- **HIERARCHICAL SCORECARDS** — Provide drill-down detail for further analysis and root cause assessment, with roll-up visibility to team performance.

- **COMPLIANCE ADHERENCE ASSESSMENT** — Helps reduce risk in association with regulatory compliance requirements by providing visibility across 100 percent of voice or text-based interactions.

- **COACHING ALERTS** — Assigns coaching when a key performance indicator (KPI) falls below a user-defined threshold to help address gaps in performance without administrative effort.
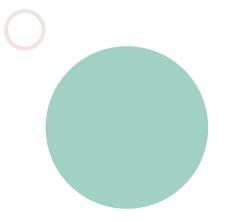
- **AUTOMATED ALERTING** — Notifies a supervisor when an agent's KPIs fall below a predetermined threshold in the scorecard, enabling coaching to be initiated promptly.

- **MULTI-LANGUAGE AVAILABILITY** — Automates scoring in multiple languages — a benefit for global organisations having employees located in different regions.

Get started quickly

Automated quality management can be deployed with your existing solutions and can integrate into your existing workflows and processes, so you can start using it quickly. It can also be deployed with call recording applications from other providers or used as a standalone solution.

Benefit from world-class consultants

Our Consulting team is expert at problem solving and opportunity spotting. They will understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your Contact Centre.