



businesssystems



Best Practices In Call Quality Monitoring



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Experts in Customer Experience & Workforce Optimisation Solutions








QUALITY MONITORING VIA RANDOM CALL SELECTION



Random Call Selection Results...



Legend for call categories and insights:

-  Sales Opportunity
-  Service
-  Billing
-  Root Cause: Anecdotal
-  Actionable Insight: X





Traditional QM Process Challenges...



Efficiency



Representative




Business Driven





Generic Coaching Challenges...



Not all Agents need coaching and this time can be better spent on a regular basis



Coaching sessions delivered on random subjects



Supervisor can't address knowledge gaps in real time



UNDERSTANDING THE VALUE OF TARGETED CALL SELECTION



Targeted Call Selection...



Sales Opportunity (Blue icon circled in red)
Service (Purple icon)
Billing (Green icon)

Root Cause: **Empirical** (Blue square)
Actionable Insight: **✓** (Blue square)





Steps To Align QM To Business Goals...

**DEFINE
TARGETS**

**CREATE
QUALITY PLANS**

**EVALUATE &
MONITOR**

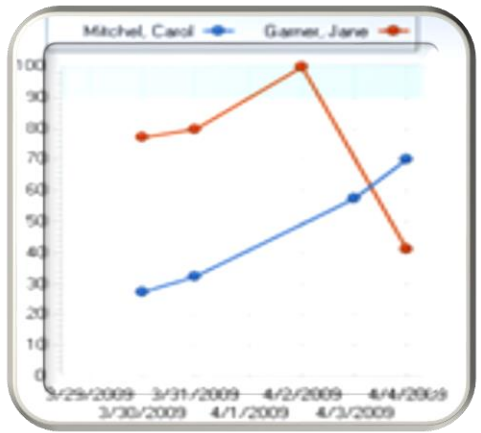
Targets For Improvement...

Define targeted KPI's such as;

- AHT, Transfers, Hold time, Talk Time
- Compliance Adherence
- Sales Conversion
- Etc, etc



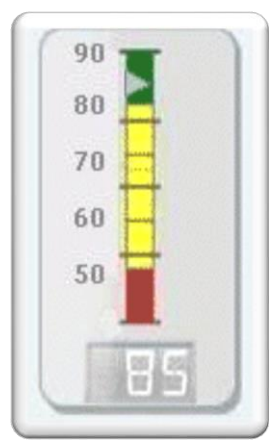
And share improvement progress at all levels....



Senior Management



Team Supervisors



Agents

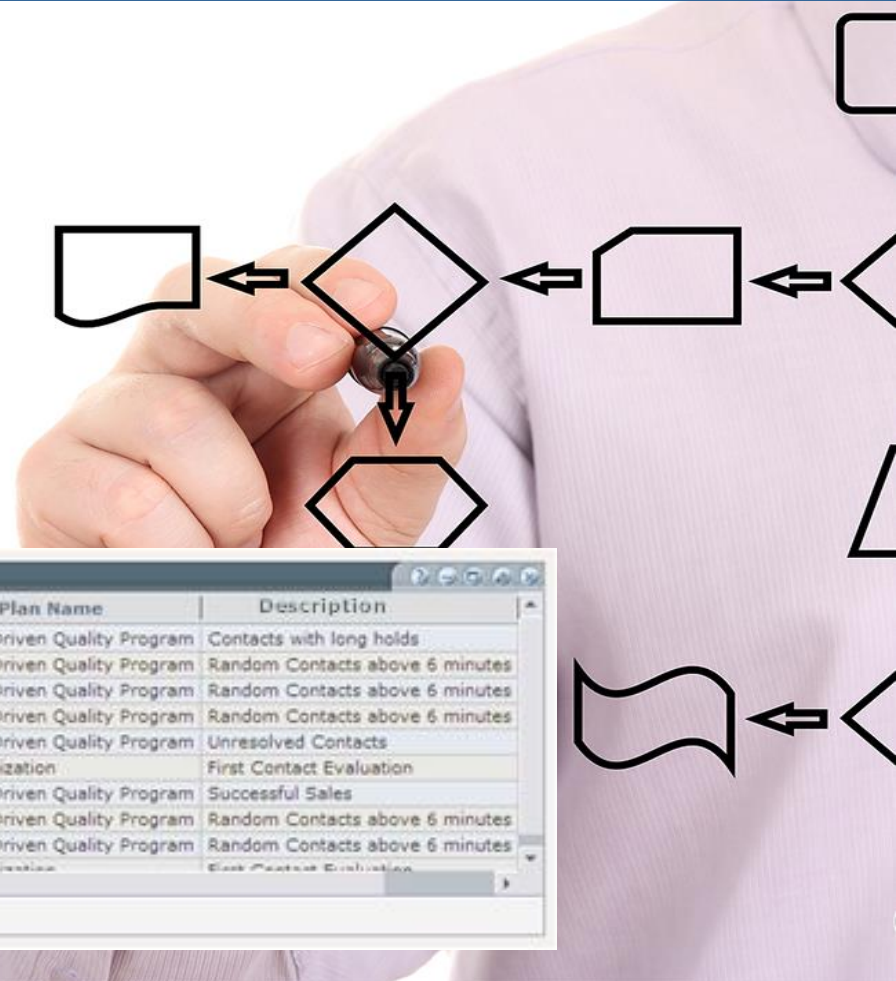


Business Focussed Quality Plans...

Centralised end-to-end management of the QM processes

Name	Pending	Completed	Past Due	Target
Smith, Ted	6	0	0	6
Mitchel, Viki	2	5	1	7
Randal, John	2	3	0	5
Garner, Jane	2	4	1	6

More



Type	Assigned At	Due Date	Agent Name	Start Time	Duration	Plan Name	Description
🔊	1/15/2010	1/19/2010	Smith, Ted	12/30/2009 4:04:02 PM	00:14:13	Business Driven Quality Program	Contacts with long holds
🔊	1/15/2010	1/19/2010	Smith, Ted	12/19/2009 4:04:02 PM	00:12:13	Business Driven Quality Program	Random Contacts above 6 minutes
🔊	1/15/2010	1/19/2010	Smith, Ted	1/6/2009 4:04:02 PM	00:7:31	Business Driven Quality Program	Random Contacts above 6 minutes
🔊	1/15/2010	1/19/2010	Smith, Ted	12/14/2009 4:04:02 PM	00:8:13	Business Driven Quality Program	Random Contacts above 6 minutes
🔊	1/17/2010	1/19/2010	Smith, Ted	12/26/2009 4:04:02 PM	00:3:13	Business Driven Quality Program	Unresolved Contacts
🔊	1/17/2010	1/19/2010	Smith, Ted	1/14/2009 4:04:02 PM		FCR Optimization	First Contact Evaluation
🔊	1/15/2010	1/19/2010	Mitchel, Viki	1/22/2009 4:04:02 PM	00:14:13	Business Driven Quality Program	Successful Sales
🔊	1/31/2010	2/4/2010	Mitchel, Viki	1/19/2009 4:04:02 PM	00:12:13	Business Driven Quality Program	Random Contacts above 6 minutes
🔊	1/31/2010	2/4/2010	Randal, John	1/29/2009 4:04:02 PM	00:11:13	Business Driven Quality Program	Random Contacts above 6 minutes



Evaluate And Monitor...

- Quality Plans help manage targeted evaluation and coaching of Agents
- KPI's are monitored to realise the impact of evaluation and coaching



The Targeted Quality Management Process...

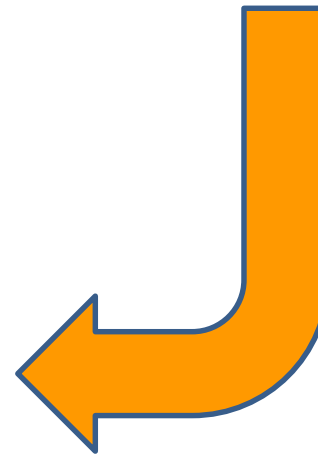
Harvest Relevant Calls



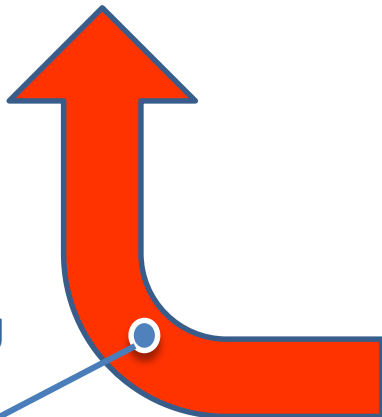
Bespoke Evaluation



Targeted Coaching

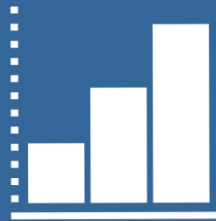


Ongoing Monitoring

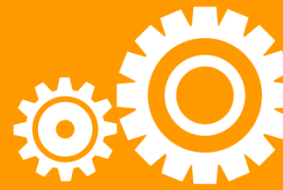




Benefit Summary...



**QM & Business Goals
Alignment**



**Automated
Selection**



**Targeting
Coaching**



**On-going & Genuine
Evaluations**

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