
How to get results with quality assurance record

Posted by Maxim - 2008/05/22 15:45

How to capitalize on your recording investments?

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Re:How to get results with quality assurance record

Posted by Rachel Sauerbrey - 2008/05/22 15:49

1. Voice and screen recording are essential components of a coaching initiative, as they provide full-access to each agent-customer interaction - allowing you to not only hear what your agents are saying, but also see how they are interacting with customers and your supporting systems.

2. consider linking it with your sales and service application. By linking these two investments you will be able to move agents in and out of sales and service workflow campaigns to optimize performance and you will have direct access to customer experiences, resulting in a real-time feedback system that allows you to make immediate decisions involving changing scripts, supporting systems, and agent development programs.

According to the company, implementing a proper quality monitoring solution can increase revenue by up to 15%.

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