Web Vijayi

SERVICE BROCHURE

Call centre quality assurance

Know how every customer conversation went, and which ones a person should read.



11:20 am A complaint needs a reviewer

6 AM 12 PM 6 PM 12 AM 6 AM

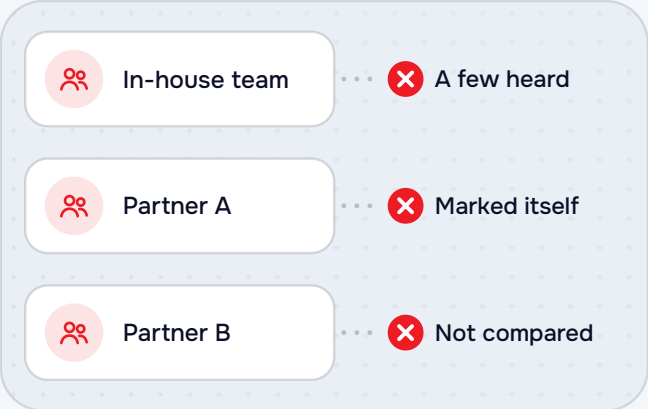
Who it is for

Medium and large companies with in-house or outsourced contact centres that handle far more conversations than anyone could listen to.

- CUSTOMER SERVICE HEADS
- OUTSOURCING PARTNERS
- REGULATED INDUSTRIES
- OPERATIONS TEAMS

Most conversations go unheard

- Your quality team scores a handful of conversations per agent each month, picked at random or by call type.
- You hear about a bad week only once customers have complained or left.
- Each outsourcing partner marks its own work, so no two sites are judged by the same standard.



BEFORE: A SAMPLE, EACH SITE ITS OWN JUDGE

What we set up

We set up the checking and run it for you. Software turns each conversation into a transcript, scores it against a scorecard your team agrees, writes a short summary and tags why the customer got in touch. Anything that needs judgement goes to a person.

Checks the basics every time

Yes or no items, like greetings, identity checks and required statements, suit machine scoring.

Why customers get in touch

Each conversation is tagged with its reason, so you see which reasons grow and which bring customers back.

Coaching for team leads

Team leads get one or two things to coach per agent, with example conversations to work from.

How it works

WE DO THIS · TOGETHER

1 · TOGETHER

We agree the scorecard

We rewrite each line of your quality form so good, acceptable and poor are spelled out with examples from your own conversations.

2 · US

We connect your conversations

They come from your contact centre platform or helpdesk. Which channels we check is agreed with you before work starts.

3 · TOGETHER

We test, then calibrate

We test transcript accuracy on your calls, then compare machine scores with your reviewers' until they agree to a level you sign off.

4 · US

We run it and keep checking

Results go to the people you name. We repeat calibration on a schedule you agree, and sooner when your products or policies change.

What you get

- ✓ A scorecard written with your team and tested on your own conversations
- ✓ A transcript, summary and score for every conversation we check
- ✓ The scorecard lines behind every mark, so you can see why it was given
- ✓ A review list of conversations a person should read, such as complaints
- ✓ A regular report on why customers get in touch and where repeat contacts start
- ✓ Coaching notes for team leads, and a record comparing machine and human scores

What we need from you

- Access to your recordings, chat logs and emails, or exports of them
- Your current quality form, scripts and required statements
- Some conversations that went well, and some that went wrong
- One or two reviewers who know your standards, for calibration
- Privacy rules, how long you keep recordings, and your staff notice

Timeline We agree the timeline with you before we start.

You stay in control

Check it, pause it or stop it at any time.

You sign off every rule

Every scorecard line, contact reason and what gets flagged needs your written yes. You can also approve results first.

You see what it checked

A regular report shows what was checked, what was flagged and where the machine and your reviewers disagreed.

Hard cases go to a person

Complaints, missed required statements and anything the scorecard can't judge go on a review list for people you name.

Change, pause or end it

Change the scorecard, narrow what is checked, pause the service or end it on the notice in your contract.

Questions people ask

Does it replace our quality team?

No. It takes away the hunt for conversations worth reviewing. Your reviewers spend their time on flagged cases, calibration and coaching.

Can we trust scores a machine gives?

Only once they match your own reviewers. Yes or no items suit machine scoring. Judgement calls, such as tone, stay with people.

Will scores be used to discipline agents?

Not on their own. A score points a team lead to a conversation, and a person decides. It never sets pay, a warning or a ranking by itself.

Can it check our outsourcing partners?

Yes. Partners' conversations are scored against your scorecard, the same as your in-house team's, so every site is judged on one standard.

Send us your quality form

Share your current quality form and a few recent conversations. In a free call we'll tell you what checking every conversation could show.

Quoted in writing after a free consultation. The price depends on volume, channels, languages and review time.

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Book a free consultation:
webvijayi.com/contact