

## Outsourced Contact Center Quality Monitoring

Some of your best coaches are likely tied up with QM or other administrative duties. Engage highly skilled QA Analysts from VereQuest to take over some (or all) of your quality monitoring. Set your agents up for success!



### Did you know that...

emotionally connected customers are 25%-100% more valuable than highly satisfied customers?

(Source: HBR)

### VereQuest's human support

- Focuses on improving the overall customer experience in contact centers.
- Has been proven to markedly improve Net Promoter and CSAT scores.

Here are the top 5 reasons our customers have outsourced their QA:

#### RESOURCES

Better utilization of some of your most valuable internal resources. Access to high-quality QA expertise at a fixed, predictable rate.

#### TECHNOLOGY

Supported by VQ Online™ for real-time reporting and centralization of all QA activity.

#### TIMELY + ACTIONABLE FEEDBACK

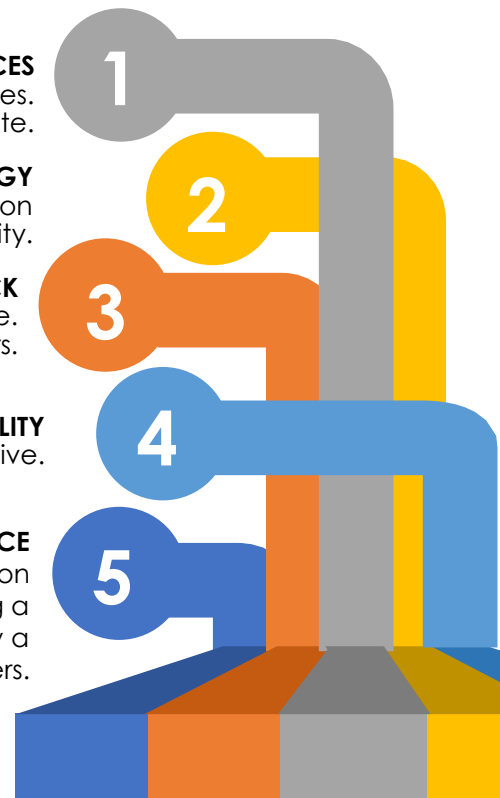
No matter what is going on in the call center, QM gets done. Actionable business intelligence captured for all stakeholders.

#### ALIGNED WITH REALITY

Unbiased, independent third-party perspective.

#### CUSTOMER EXPERIENCE

In addition to a QA score, VQ also provides a separate evaluation of the customer's overall experience. Important for creating a balanced point-of-view and helpful if you are unable to survey a meaningful number of customers.



# In a nutshell...

## How Outsourced Contact Center Quality Monitoring with VQ ONLINE™ Works

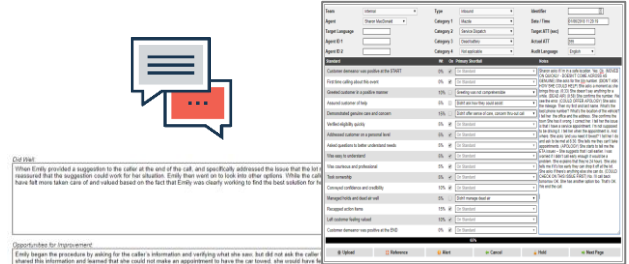
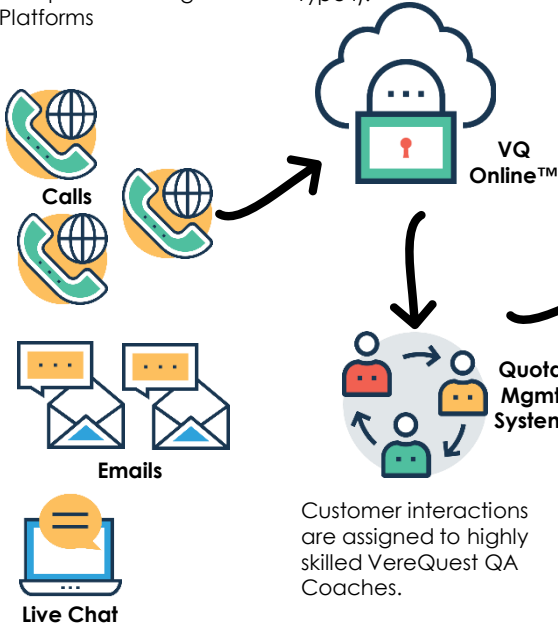
Customer interactions are drawn from:

- Multiple Sites
- Multiple Recording Platforms

QA for all channels/sites is centralized in a secure portal (SOC Type I).

Evaluations include (but are not limited to):

- Agent alignment with your best practices and expectations
- Secondary evaluation of the overall customer experience
- Coaching related to what was done well and opportunities for improvement



In addition to the evaluation, a wide variety of reports are available online, in real-time for:

- Agent
- Team
- Center
- Program
- Business

Data can be easily exported for more detailed analysis.



Team Leads/Managers access reports for their Team and individual Team Members to identify performance trends and opportunities for improvement. Or, agents can access their own evaluations directly.

### TRUSTED BY SOME OF THE MOST ADMIRABLE BRANDS



### ABOUT VEREQUEST

VereQuest provides Quality Monitoring services and technology, as well as customizable e-Learning, for contact centers. Our proprietary QA technology and methodologies, coupled with our experienced North American-based QA Coaches, drive superior results.

Helping companies keep their promises™ since 2002.

### CONTACT US



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