Transparent Pricing	
Flat Rate Pricing	✓
Unlimited Number of Agents	✓
Unlimited Number of Users	✓
Unlimited Number of Evaluations	✓
Security	
PCI Compliant	✓
SOC 1 Complaint	✓
Dedicated Server	Optional
Flexible Scorecard Design	
Customized Scorecards (1 included)	Unlimited Scorecards Available
Weighted Evaluation Criteria	✓
Detailed Shortfalls (Drop-Down)	✓
'Not Applicable' Option Recalculation	✓
'Auto-Fail' Option Reporting	✓
Coaching Notes	✓
Customer Experience Index (Separate Score)	✓
Attach Audio Files (60 days)	✓
Real-time Reporting	
Real-time, Online Reporting (22+ most popular)	✓
Reporting at 5 levels of Organization	✓
4-Levels of Categorization	✓
One-Click Data Export	✓
Agent Access to Own Results (Optional)	✓
Agent & Team Leader Alerts (Optional)	✓

Quota Management System	Optional
One-Click Monthly Set-up	✓
Real-time Reporting	✓
QA Manager Messaging	✓
Ability to Switch between Scorecards	✓
Support	
Free Step-by-Step Set-up Guide	✓
Free Online Resources	✓
Free Set-up Webinar	✓
Monthly/Regular Security Updates	✓

Call us for a no-obligation demo of VQ Online™ and a discussion about your Quality Assurance challenges. We love to talk about QA!

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