

VereQuest's outsourced Quality Assurance program helps your contact center agents deliver on the promises you make to your clients. In addition to highlighting best practices and areas for improvement, VQ's unique approach also aligns what we ask employees to do with the overall customer experience.

- Unbiased, highly experienced coaching lifts CSAT/NPS scores and improves employee engagement.
- Real-time reporting brings the customer experience to life for other stakeholders in the organization.

Agents can access their own

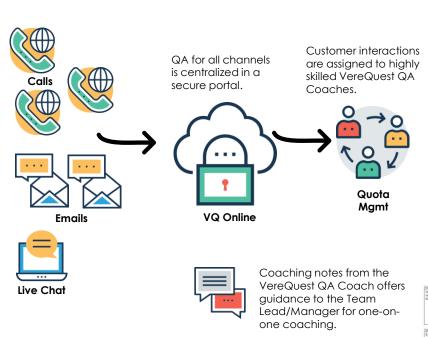
results online.

• Full-service offering available for the same/less than you can do it yourself.

OUTSOURCED QUALITY MONITORING / VQ ONLINE

Customer interactions are drawn from:

- Multiple Sites
- Multiple Recording Platforms



Evaluations include:

- Agent alignment with best practices
- Detailed description of the interaction for analysis
- Secondary evaluation of the overall customer experience

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.

