

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.
- 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



QA for all channels is centralized in a secure portal.



Customer interactions are assigned to highly skilled VereQuest QA Coaches.



Coaching notes from the VereQuest QA Coach offers guidance to the Team Lead/Manager for one-on-one coaching.

Agents can access their own results online.

Evaluations include:

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

Agent	Center	Type	Issue	Details
Agent 1	Center 1	Category 1	Issue 1	Details 1
Agent 2	Center 2	Category 2	Issue 2	Details 2
Agent 3	Center 3	Category 3	Issue 3	Details 3
Agent 4	Center 4	Category 4	Issue 4	Details 4
Agent 5	Center 5	Category 5	Issue 5	Details 5



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.