VEREQUEST
Helping companies keep the promises they make®

Transparent Pricing	
Flat Rate Pricing	$2500 USD / month*
Unlimited Number of Agents	✓
Unlimited Number of Users	✓
Unlimited Number of Evaluations	✓
Security	
PCI /SOC 1 Compliant	✓
Hosting Locations	Canada or USA
Administrative Functions	
Simple, Table-Driven Set-up/Updates	✓
4 Levels of Secure Access	✓
Real-Time User Access Tracking	✓
Flexible Scorecard Design	
Customizable Scorecards	✓
Multi-Channel (Call, Email, Chat, Back Office)	✓
Weighted Evaluation Criteria	✓
Detailed Shortfalls (Drop-Down)	✓
'Not Applicable' Recalculation (Optional)	✓
'Auto-Fail' Reporting (Optional)	✓
6 Customizable Fields for Categorization	✓
Coaching Notes	✓
CX/NPS Score Tracking (Optional)	✓
PDF Export	✓
Attach Audio Files - 60 days (Optional)	✓
Online Reference Library	✓

Robust Search Function	
Filter Evaluations by 16 Data Fields	✓
Agent Access to Own Results (Optional)	✓
Agent & Team Leader Alerts (Optional)	✓
Real-time Reporting	
Real-time, Online Reporting (22+ most popular)	✓
Reporting across 5 Levels of the Organization	✓
4-Levels of Categorization	✓
One-Click Data Export	✓
Quota Management System	
One-Click Monthly Set-up	✓
Real-time QA Status Reporting	✓
QA Manager Messaging	✓
Ability to Switch between Scorecards	✓
Support	
Step-by-Step Set-up Guide	✓
Online Best Practice Resources	✓
1-Hour Set-up Webinar (included)	✓
No Charge Email Support	✓
Monthly/Regular Security Updates	✓

*Minimum initial 2-year agreement

Have some requirements not listed here? Let us know.
We are always looking for ways to improve our offering!

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