Contact Centre Agent Evaluation

Qe2 - Agent Evaluation

- ☑ *Simple ease of use*
- ☑ *Comprehensive evaluation criteria*
- ☑ *Designed by contact centre team leaders*
- ☑ *Decrease assessment time*
- ☑ *Identify & schedule staff training needs*
- ☑ *Upgradable with additional modules*

Through constant development and communication with industry professionals, QE2 has evolved to cope with the most demanding contact centre monitoring solutions.

The greatest assets to any company are staff and customers. It is therefore vital to ensure that both assets are nurtured, motivated and appreciated. The best way of ensuring this is by monitoring and evaluating your staff, determining if they require further training or motivation and ensure optimum performance.

QE2 provides a unique system direct from the customer interface. It clarifies that your customers are receiving the best advice, assistance and service from your company and as a result, retaining the customer loyalty that is all important. *QE2* is designed to work in conjunction with our recording range, therefore providing the ultimate complete

Unique Benefits

- Fully integrated with *REALCONNECT'S CT VOICE LOGGER.*
- All recordings are stored with the evaluations.
- Full training history database and reporting.
- Customisable Evaluation Sheets
- No Limitation on the amount of user reports.
- No Limitation on the amount of skill sets.
- Integrated automatic notes and scoring template
- Full Multi Access Security System
- *QE2* enables appraisals to be locked to avoid unauthorized changes to staff evaluations and a password protection to log-on to the software.
- User customisable benchmarks for all reports.
- Call statistics to give a complete hard and soft skill appraisal.
- Quick and efficient pin-point of individual training needs.
- Additional modules are also available, including Training, Development, Recruitment and Absenteeism, producing a complete HR solution for your agents.
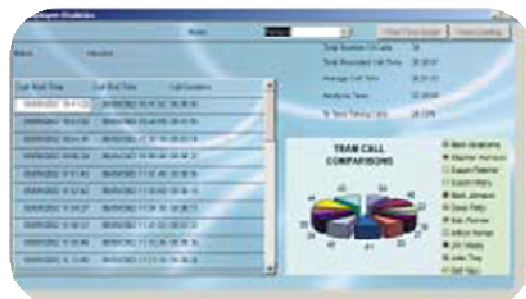
Use recording data to find average call activity, for groups, teams, and individuals over specific time periods.

Qe2 enables contact centre managers to monitor their staff's progress with four main aims:

1. Decrease assessment times by approximately 50% guaranteed, through a simple and customizable interface adaptable to your company's corporate identity. Its ease of use through simple drop-down boxes and intuitive system of navigation will enable frequent monitoring and assessment. An equivalent assessment without this software could take two and half hours, with *Qᴇ2* this is greatly reduced to a mere half hour.

2. Focuses on areas of improvements for increasing business potential, corporate quality fulfillment and staff motivation. This will increase long term sales and drive your quality higher. Business strategy and development can be easily determined through result analysis making it quicker to respond to market drive.

3. Identify opportunities for staff training or re-coaching to improve performance and efficiency through evaluation, scoring and reward schemes. This will encourage staff retention and decrease personnel turnover. *Qᴇ2's* monitoring features will ensure that any weakness or strength in the individual employee can be easily highlighted and commended or fixed.

4. Provides formatted and concise appraisals quickly and efficiently. *Qᴇ2* removes the hassle and time to produce a printed report. This reduction in time and resources means a more efficient work force, where action to ensure the best quality service can be taken without delay, improving productivity and freeing contact centre manager's time.

Integration with the recorder allows a random selection of calls to be assessed against predetermined skills and competencies. All designed to allow quick and efficient assessments.

The ability to see overall assessment results over time with drill down to individual skills allowing quick pinpointing of training requirements.