ReDat
Recording

ReDat QualityChart

Quality Management module for systematic monitoring and agents´ evalutation

ReDat QualityChart is a software module that serves for evaluation of the agents´ work level. It allows system users to create evaluation forms and perform evaluation of records or external interactions. Module represents the tool that significantly helps to the contact centres´ agents to work more efficiently and reduces operating costs. It also improves the overview of the operation, needs and possibilities of the contact centre.

KEY FEATURES

— Makes the evaluator's work faster.

— Access to the evaluation functions and results controlled by the user access rights.

— Evaluation of spoken and non-spoken interactions (e-mails, chat, etc.).

— Possibility of the calculating method editing.

— Control the call playback during evaluation.

— Calibration mode of evaluation (training).

— Automatic selection of the evaluated records.

— Automatic storage of evaluation results into the calls database.

— Different view modes to the evaluators' database (detail, summary, calibration, etc.).

— Automatic export of evaluation results.

— Possibility of delivering evaluations directly to agents or groups of agents in *.pdf, *.xls and *.csv formats.

— Possibility to send the evaluation results via e-mail.

— Possibility to see the evaluated calls status (not evaluated, evaluated, unfinished).

— Allows a re-evaluation of the bad evaluations.

— Availability of statistics on existing evaluations throughout the life of the records.

INTEGRATION INTO REDAT SYSTEM

ReDat QualityChart has no specific hardware or software requirements. In case of its installation it becomes a part of ReDat eXperience. The only requirement for the evaluation module operation is a valid license that will make the menu Evaluation with all relevant functions accessible. The Evaluation functions include:

— list of evaluation

— forms

— selection of ratings

— automatic selections for evaluation

— graphical outputs

EVALUATION PRINCIPLE

The contact centre supervisors use an evaluation forms. The form consists of several questions and the offer of answers. While listening to the call the evaluators choose the appropriate answers to the questions that are submitted automatically by the form. All answers are scored and form the database of the agents´ calls evaluation. Based on the scoring it is always automatically created the final result of the evaluated call according to the predefined calculation rules. The evaluation results can be displayed in a graphical form (Dashbords).

With the ReDat QualityChart module and the set permission you can create and modify evaluation forms and evaluate the calls and non-speech interactions (e-mails, chat etc.). The evaluation can be accessible to all users.

The automatic selection is a part of the module that allows to the users with the appropriate permissions to set the rules and create selections among existing calls.
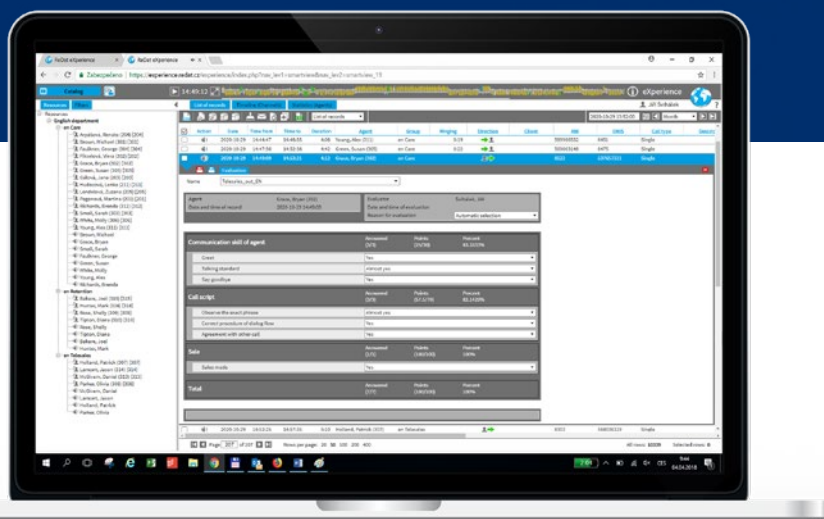
These selected calls are automatically sent to defined recipients (evaluators) for processing.

The module is controlled from the GUI ReDat eXperience, where the evaluation results are displayed with the export option.

ReDat Recording Systems provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

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