



DATASHEET

# Quality & E-learning

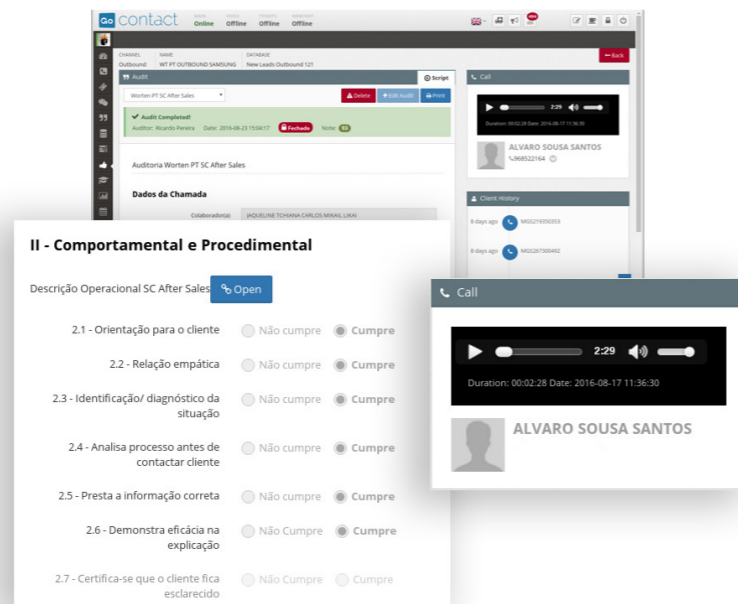
 **contact**  
a broadvoice Company

# Quality & E-learning

The Quality area must have a fully comprehensive view of the business, services, products and support.

With the GoContact you can manage all the quality of your contact centre based on three main features:

- Monitoring and assessment of contacts
- Assessment of customer opinion - Via IVR
- E-learning



## Monitoring and assessment of contacts

It is possible to audit the received/originated contacts and evaluate them using a specific assessment grid in the GoContact platform, which is customized and “user friendly”. Weighting can be applied to each response, so that at the end of the assessment you will have available the result of each assessment.

The results are also available for consultation on specific reporting.

## E-learning

Area where content can be displayed (text, images, videos, etc.) showing the matters that should be known by the teams. In addition to providing content, assessment tables can also be built and made available in order to assess the acquired knowledge.

## Assessment of customer opinion - Via IVR

Using an IVR configuration platform, automated surveys can be developed, which may be made available to customers in order to measure their satisfaction and/or to place other issues that may be necessary to the business. Possibility of automatic campaign parameterization with readout on the inbound or outbound Database.

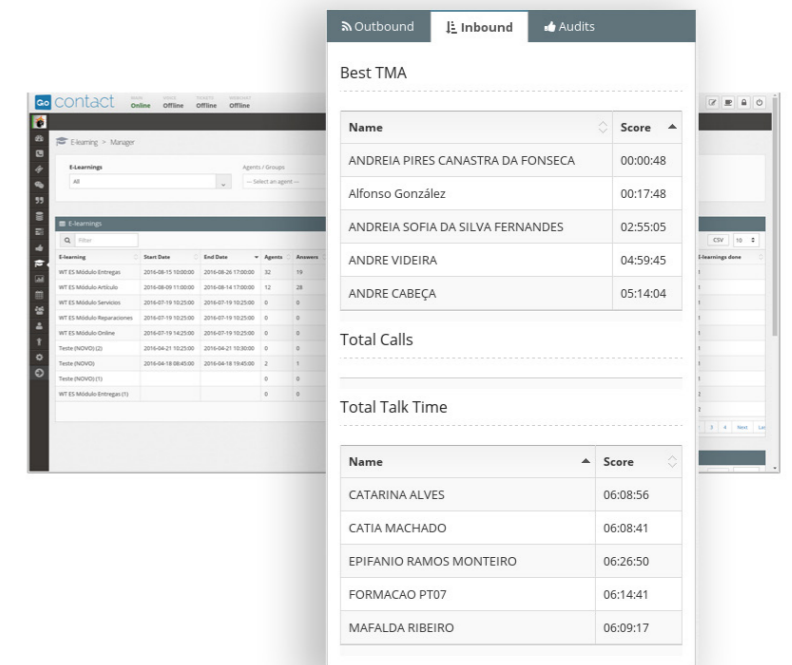
Reporting is also available for any component.

## Benefits of audits

- Productivity increase
- Improved quality on customer support
- Identifying agents' gaps
- Audit-based training
- Monitoring the evolution of business quality

## Functionalities

- Possibility of configuration, using a building tool, of scripts of call assessment tables/tickets with built-in logic to count the points of each assessment.
- Availability of the analyses made by the agents in a specific area of the platform.





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