



CALL PERFORMANCE GRADING

Call Center Operations Management

Listening and grading calls is important to maintain quality. It is also time consuming, reducing internal labor effectiveness, so much so that many companies don't make use of recorded calls.

If you are already recording calls, **AboutFace** quality specialists will grade your representatives proficiency in soft skills and accuracy.

Your center will save you money by reducing the burden on internal resources. Graded calls will be queued up for each rep, and your time will be spent devoted to coaching team members.

Features

- Subject Matter Expert design & development
- Fully customizable assessments, based on your requirements
- Reporting:
 - Agent
 - Competencies
 - Teams
 - Scoring Profiles
 - Call Centers
 - Customer Segments
 - Product Acumen

Benefits

- Grade how well calls are being handled based on your best practices
- By assessing multiple calls per rep, scores will aggregate, showing progressive improvement trends
- Improves onboarding by quickly identifying weak skills
- Ultimately, improve callers experience, sales, and retention