

VS Logger quality control tests

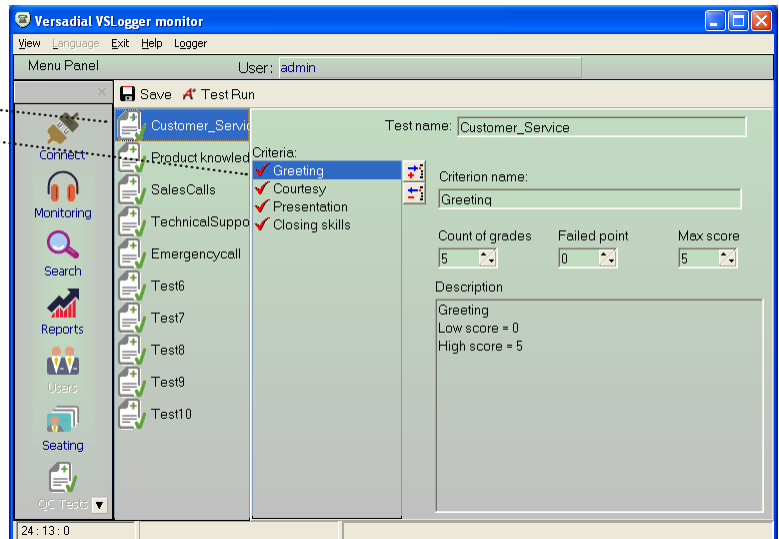
Function: Create and use up to 10 custom quality control (QC) tests at a time. Each QC test can hold unlimited numbers of grading criteria questions. You can design your own test with:

- Have YES / NO questions or grade questions on a scale (1-3, 1-10, etc.)
- Weight some questions as more important and worth more points than others
- Final scores are given as percentages of 100% so they can be easily compared

Uses: Use QC tests to improve the quality of service for your customer support personnel. Your supervisors can use them to generate performance reviews and calculate bonuses. Identify where your staff needs training and where progress is being made. Pull QC test reports to catch negative trends before they impact your bottom line. Easily identify and reward top employees and provide constructive help to struggling representatives.

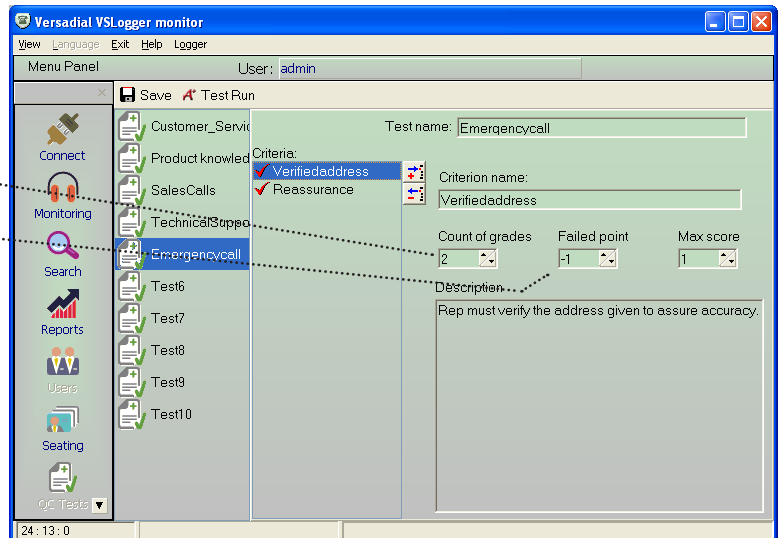
Create your own QC test

- Create up to 10 QC tests with your own criteria
- Add an unlimited number of grading criteria to each
- Easily make changes at any time
- Grade a recording with up to 10 different QC tests



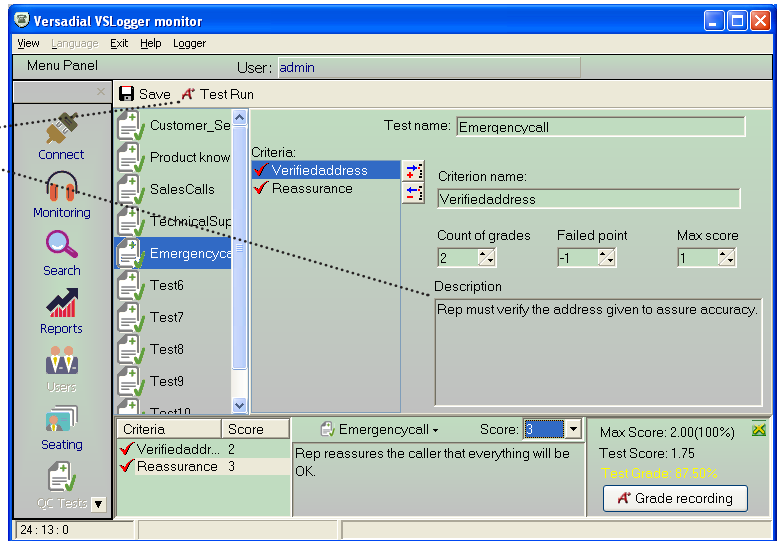
Grade based upon what's important

- Add YES / NO criteria
- OR add criteria graded on a scale (1-3, 1-10, etc.)
- Give more points to passing important criteria
- Make failing a criteria give 0 or negative points
- Final scores can be seen as points or a percentage



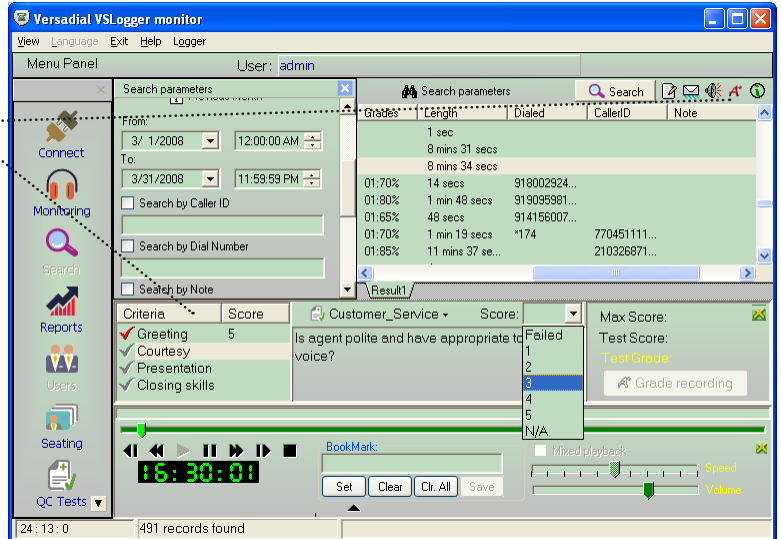
Do a test run before saving

- Click the "Test Run" icon to see your new test
- Add viewable descriptions below each criteria
- Save your test in a click



Grade calls as you listen to them

- Grade recordings in the search or monitoring screens
- Grade selected recordings by clicking the "A+" icon
- The grading window opens below the recording
- Easily change criteria grades later
- The total grade is calculated automatically
- See grades in a column beside each recording



Use QC test reports to improve

- Evaluate QC test scores over time by agent
- Average QC test scores by date
- Score by one test, or multiple tests at once

Quality Control Report

3/19/2008 3:18:14 PM

Search Options:
Search Interval: From: 03/16/08 12:00:00 AM To: 03/19/08 11:59:59 PM
Selected Channels: 5

Average Grade

