



ON DEMAND CONTACT QUALITY MONITORING TOOL

USE CASES

**HOW SPADE HELPED ORGANIZATIONS
TO
IMPROVE SERVICE QUALITY DELIVERY
&
REDUCE QM EFFORT**

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Situation #1

AUDIT SAMPLING

Samples for auditing are currently being selected by the Quality Analyst (QA) team without any structure to it. The QAs pick up the call recording/email/web chat and in several instances the defined criteria are ignored by them, such as:

- (a) 80% of calls should be within average call length, 10% should be short calls and remaining 10% should be long calls,
- (b) all audits should be around top 3 reasons for contacts made by the customer last month,
- (c) 10 call per month should be audited for bottom performing agents, while only 1 call per month should be audited for top performing agents
- (d) At least 12 calls every month should be audited for Agents with tenure of less than 3 months

How Spade helps in this situation

Spade can be integrated with your CRM and voice logger using API and pulls the relevant data such as call type and call recording details. The 'Automated Audit Sample' module of Spade can be easily configured by you to set up many sample selection criteria such as call length, call type, agent tenure, audit sample size for bottom performing/top performing/agent tenure etc. Spade uses these criteria to automatically identify the interactions for auditing and assign to Auditors. You can also insert HR data every month into Spade using simple Excel upload to keep Spade updated with active agents, with no headache of keeping track of new hires and attrition.

<p>Situation #2</p>	<p>CALIBRATION</p> <p>Scheduling and tracking calibration is a time consuming process currently. People do not stick to schedule and then there is disagreement on which interaction should be calibrated. Calibration findings are saved in Excel that need to be then published through email to key stake holders. There is no accurate visibility on historical data on calibrations done in the past.</p>
<p>How Spade helps in this situation</p>	<p>Spade 'Calibration' module automate and regulate the entire calibration process. Through Spade you can:</p> <ul style="list-style-type: none"> • Schedule calibration sessions – one time or recurring, select participants • Define criteria for Spade to select interaction for calibration, such as you want calibrate already audited interaction or a new interaction • Send notification to key stake holders to join calibration session – within clearing defined time window • Capture calibration findings and variations in scores • See historical data on past calibrations
<p>Situation #3</p>	<p>QA PRODUCTIVITY</p> <p>Tracking productivity of QAs is a challenge in the current QM process, especially to know the number of audits done by each QA at the end of the day. We should be able to check this data online, anytime.</p>
<p>How Spade helps in this situation</p>	<p>Spade tracks the output of each QA and the productivity reports is available online, whenever you want to provide immediate feedback to QA team members</p>

<p>Situation #4</p>	<p>IMMEDIATE FEEDBACK TO AGENTS Currently the QA collate the feedback for an Agent after completing the audits and then schedule a face-to-face meeting to give the feedback on areas of improvement. This process is not always adhered to resulting in continuance of issues and also it consumes significant productivity time of a QA thereby reducing monthly audit volume</p>
<p>How Spade helps in this situation</p>	<p>Spade logins are provided to each Agent. As soon as an audit is done for an Agent, the feedback is visible to Agent through his/her Spade login immediately, thus ensuring instant awareness of areas for improvement and also saving QAs time in providing face-to-face feedback. Agent can dispute the audit if required. Such disputed audits will be assigned to “Super Auditor” role for dispute resolution. Alert is also sent for all audits that are done via email. Spade also provides close looping of face-to-face feedback by capturing the time difference of audit completion versus feedback provided.</p>
<p>Situation #5</p>	<p>TOP FOCUS AREAS FOR EACH AGENT It is difficult to know the top improvement areas that the TL need to focus upon for each Agent in his/her team. The data comes in sporadically and does not have historical trend</p>
<p>How Spade helps in this situation</p>	<p>Spade provides the access to this report online. It clearly shows in the graphical format the top errors an Agent is making and how has been his/her performance in the past.</p>

<p>Situation #6</p>	<p>PERFORMING RE-AUDITS Re-audits are done Excels and there is no proper mechanism to decide on sample size of re-audits and see the findings from re-audits which is preventing timely and accurate feedback to QAs</p>
<p>How Spade helps in this situation</p>	<p>Spade has “Re-audit” module built-in. It can be configured to assign the desired % of audits done to a Super-Auditor for re-audits and forces it to be time bound. Re-audit results directly reaches the QAs for instant feedback. All the findings from re-audit are tracked in Spade and can be viewed for any time period.</p>
<p>Situation #7</p>	<p>REPORTING TIMELINESS AND ACCURACY Inhouse MIS team has to collate all the audits done, for each Line of Business and publish reports in Excel through email to key stake holders. There are times when reports are delayed due to absenteeism etc and sometime has errors. Things become more complicated due to various LOBs we have, each with its own stake holder who need only their report reaching them.</p>
<p>How Spade helps in this situation</p>	<p>Spade has comprehensive sets of reports built with Celycs own experience of performing close to 2 mn quality audits from the past 12 years and further inputs from existing Spade clients. Reports can be viewed on-the-go, online, anytime, on any device. Since all audits are performed in Spade, there is no room for errors cropping up due to manual work.</p>
<p>Situation #8</p>	<p>AUDITED CALL RECORDINGS AVAILABLE IN ONE PLACE Currently our QAs listen to call recordings in our voice logger to perform the audits. If we have to listen to a calls for which audit was done earlier, then we have to go to voice logger, identify the call and play it there</p>
<p>How Spade helps in this situation</p>	<p>Spade stores the call recordings or has a link to call recording for which audit is performed. User can play the call recordings directly from Spade itself.</p>

<p>Situation #9</p>	<p>AUDIT GUIDELINES We have defined guidelines for rating each parameter in our audit form. These guidelines are shared over email with our QAs. It is difficult to be certain that all QAs have read these. And these guidelines also get changed frequently.</p>
<p>How Spade helps in this situation</p>	<p>Guideline on how to rate each parameter are stored in Spade. QA can see it next to each parameter. And these guidelines can be updated very easily by simple upload of the new guidelines. All this helps QAs across different location deliver similar and consistent output.</p>
<p>Situation #10</p>	<p>MANY AUDIT FORMS We have several line of businesses and each having its own audit form. Since QAs are trained for each LOB, it is daily challenge to ensure that correct process is aligned to a QA for auditing.</p>
<p>How Spade helps in this situation</p>	<p>QA to Process mapping can be uploaded in to Spade very easily once in a while. Spade verifies with this mapping before assigning call to a QA ensuring QA audits the LOB they are trained upon.</p>
<p>Situation #11</p>	<p>ENSURING COMPLETE AGENT COVERAGE New agents are hired every month, moved to different process, trained on multiple-processes and then there is attrition. It is very time consuming and difficult to ensure that our monthly audit cover every Agent irrespective of all these situations.</p>
<p>How Spade helps in this situation</p>	<p>One can upload HR related data once in a month with the list of active agents. Spade uses this information to cover only 'active Agents' for auditing thus ensuring there is an accurate coverage of Agents. Spade can also connect to HR systems via API to get automated status update for employees.</p>

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